

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>				1. CONTRACT ID CODE <b>J</b>		PAGE OF PAGES <b>1</b>   <b>60</b>	
2. AMENDMENT/MODIFICATION NO. <b>0001</b>		3. EFFECTIVE DATE <b>21-Apr-2016</b>		4. REQUISITION/PURCHASE REQ. NO. <b>N6304316RC005CH</b>		5. PROJECT NO.(If applicable)	
6. ISSUED BY NAVSUP FLC JACKSONVILLE CONTRACTS DIV MAYA MAXIES-CLEMONS 110 YORKTOWN AVE, 3RD FLOOR NAS JACKSONVILLE FL 32212-0097		CODE <b>N68836</b>		7. ADMINISTERED BY (If other than item 6)  <b>See Item 6</b>		CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)				<input checked="" type="checkbox"/> X		9A. AMENDMENT OF SOLICITATION NO. <b>N68836-16-T-0048</b>	
				<input checked="" type="checkbox"/> X		9B. DATED (SEE ITEM 11) <b>06-Apr-2016</b>	
						10A. MOD. OF CONTRACT/ORDER NO.	
						10B. DATED (SEE ITEM 13)	
CODE		FACILITY CODE					
<b>11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS</b>							
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input checked="" type="checkbox"/> is extended, <input type="checkbox"/> is not extended.  Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Items 8 and 15, and returning <u>1</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
<b>12. ACCOUNTING AND APPROPRIATION DATA (If required)</b>							
<b>13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.</b>							
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.							
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).							
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:							
D. OTHER (Specify type of modification and authority)							
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.							
<b>14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)</b>  The purpose of this amendment is as follows:  1. Provide Answers to Questions. 2. Extend the Offer Due Date to Wednesday, April 27, 2016 at 2:00PM. 3. Close the Question and Answer Period.  See Summary of Changes on Page 2.							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15A. NAME AND TITLE OF SIGNER (Type or print)				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)			
				TEL: _____ EMAIL: _____			
15B. CONTRACTOR/OFFEROR		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA		16C. DATE SIGNED	
_____ (Signature of person authorized to sign)				BY _____ (Signature of Contracting Officer)		21-Apr-2016	

## SECTION SF 30 BLOCK 14 CONTINUATION PAGE

**The following items are applicable to this modification:**

QUESTION AND ANSWERS

Question 1: To be clear, does the Government desire that a Project Manager or Assistant Project Manager be on duty 7 days per week from 0430 to 1830?

**Response 1: No, Monday thru Friday from open meal service to close of meal service, a Supervisor can open the operation each day and oversee the weekends.**

Question 2: Does the Government desire that a supervisor be on duty 7 days per week from 0430 to 1830?

**Response 2: Yes, a Supervisor is required to be on duty seven (7) days per week from 0430 to 1830.**

Question 3: Technical Exhibit 5 (at page 49) requires contractor to provide Holiday decorations, seasonal/special occasion (Halloween, Thanksgiving, Christmas and Easter). PWS paragraph 6.3.3 states the Government will provide these items. The requirement also states the contractor shall provide decorations for all other occasions. Could the government clarify this requirement?

**Response 3: The Government will provide the decorations.**

Question 4: Is the Phase-In plan provided as part of the proposal? (see 3.11.1, page 18)

**Response 4: Section 3.11.1 is not required and will be deleted from the PWS. A transition plan may be required in order to determine responsibility IAW FAR 9.1.**

Question 5: Is Past Performance required? Is it an evaluation factor? (52.212-1(b)(10))

**Response 5: Past Performance is not an evaluation factor, however, Past Performance information may be required to be determined responsible IAW FAR 9.1. Detailed information is provided in Sections 52.212-1 and 52.212-2 of the RFQ.**

Question 6: When will the new facility open?

**Response 6: The new galley facility will open June 2016. Please refer to Section 3.22 of the PWS for Period of Performance dates.**

Question 7: What is the current annual cost? What is the total contract cost?

**Response 7: The current contract unit cost is \$179,900.00 for the two (2) month base period and \$149,900.00 for all three (3) option periods.**

Question 8: Is the Performance Work Statement from the current contract and the solicitation the same?

**Response 8: Yes.**

Question 9: Will the award be made using FAR Part 15.101-2?

**Response 9: Yes. Please refer to 52.212-2, Evaluation – Commercial Items for basis of award.**

Question 10: Will the selection of the source be made using FAR Part 15.306?

**Response 10: Yes. Please refer to 52.212-2, Evaluation – Commercial Items for basis of award.**

Question 11: Does the Government contemplate making the award on initial proposals?

**Response 11: As stated in 52.212-2, the Government will make a single award using the low price technically acceptable ("LPTA") source selection. The Government intends to award on initial offers but reserves the right to conduct discussions.**

Question 12: How will a competitive range be determined?

**Response 12: In accordance with FAR 15.306(4)(c), agencies shall evaluate all proposals in accordance with 15.305(a), and, if discussions are to be conducted, establish a competitive range. Based on the ratings of each proposal against all evaluation criteria, the Contracting Officer shall establish a competitive range comprised of all of the most highly rated proposals, unless the range is further reduced for purposes of efficiency pursuant to paragraph (c)(2) of this section.**

Question 13: Will the Government use a competitive range that is reduced for purpose of efficiency?

**Response 13: No.**

Question 14: How will the Randolph Sheppard Act be applied?

**Response 14: Please refer to the note following the rating table at 52.212-2, Page 70.**

**Question 15:** How will the Mississippi Department of Rehabilitation Services proposal be determined to be competitive?

**Response 15: Please refer to the note following the rating table at 52.212-2, Page 70.**

Question 16: Will the Government conduct a site survey? A site survey will allow us to develop a proposal that will provide the Government with the lowest cost available in the marketplace.

**Response 16: A site visit will not be held for this requirement.**

Question 17: Could the Government confirm the physical size of the Roy M. Wheat Galley? Our research reflects it to be a 28,000 square foot facility.

**Response 17: The Roy M. Wheat Galley is a 21,500 square foot facility.**

Question 18: Can the Government provide a seniority list?

**Response 18: A seniority list will be provided at the time of award.**

Question 19: The PWS at paragraph 3.1.1 requires a Dining Facility Attendant Supervisor/ Program Manager or Assistant to be available during all operational hours. Is this the Project Manager and the Assistant Project Manager?

**Response 19: Yes.**

Question 20: What are the responsibilities of the supervisor?

**Response 20: Supervisors are responsible for knowing and overseeing all operations of the galley and ensuring the daily routine of the galley is carried out. Supervisors are responsible for providing direction and planning to cooks and mess attendants within the individual functional areas.**

Question 21: The CBA is silent on wages for the Dishwashers. At what rate are they paid?

**Response 21: Dishwashing is performed by the Food Service Worker. Section 3.2.12 will be removed from the PWS.**

Question 22: The CBA is silent on the wages for Cash Collection Agent. Is this position covered under the SCA and CBA or is this considered a managerial position?

**Response 22: Yes, currently, a Supervisor performs the duties of the Cash Collection Agent.**

Question 23: Technical Exhibit 5 requires support for takeout meals and picnics. Are takeout meals provided? How many picnics are held each year? Are any meals consumed away from the Galley?

**Response 23: Takeout meals are for Sick in Quarters (SIQ) only and the base has a picnic once a year.**

Question 24: Does the Government prefer an electronic (email) submission quote to be submitted? If so, when does the Government desire the submission of the email?

**Response 24: As stated on page 69 of the RFQ, quotes are due no later than the date and time specified on Page 1, block 9 of the solicitation.**

Question 25: If a hard copy of the quote is submitted, we envision the entire quote in a single volume with appropriate tabs. Could the Government clarify the requirements (page 70) of the address label?

**Response 25: Yes, if a hard copy of the quote is submitted then the entire quote can be provided in a single volume with appropriate tabs.**

Question 26: How many occasions will civic groups (3.14) and special events (3.19.4) support?

**Response 26: Section 3.14 of the PWS will be deleted. In regards to Section 3.19.4, Special Events, the Captain opens the galley once a month to the base for a special meal (i.e. Thanksgiving, Christmas, July 4<sup>th</sup>, Labor Day, Black History Month, National prayer breakfast ect.)**

Question 27: Is the only information the Government is requiring for this solicitation contained in Addendum to 52.212-1? If question one is correct than the proposal delivered language on pg 70 is not applicable?

**Response 27: Both 52.212-1 and 52.212-2 are applicable. Offerors shall submit all required documents listed in the addendum section of 52.212-1 and include any additional documents required for award consideration stated under 52.212-2.**

**\*\*The Question and Answer session is hereby closed.\*\***

## **SUMMARY OF CHANGES**

SECTION SF 1449 - CONTINUATION SHEET

SOLICITATION/CONTRACT FORM

The required response date/time has changed from 22-Apr-2016 02:00 PM to 27-Apr-2016 02:00 PM.

The following have been modified:

PERFORMANCE WORK STATEMENT

PWS

**Performance Work Statement  
Full Food and Mess Attendant Services**

## Naval Air Station, Meridian MS

### 1.0 SCOPE

The Commander Navy Region Southeast (CNRSE) is requesting contract services through Naval Supply Systems Command, (NAVSUP) Fleet Logistics Center (FLC) Jacksonville for the procurement of full food and mess attendant services. The services being requested are to be provided for the Roy M. Wheat Dining Facility located at Naval Air Station (NAS) Meridian, MS.

### 1.1 BACKGROUND

The Roy M. Wheat Galley Dining Facility provides direct subsistence support to state supported Regional Counterdrug Training Academy (RCTA) students, Naval Education and Training Command (NETC) students and NAS military personnel at NAS Meridian MS. The required services will be utilized in direct support of the mission at NAS Meridian, MS.

### 2.0 ACRONYMS, FORMS, and PUBLICATIONS

The Contractor shall comply with the requirements contained in the following publications and directives to the extent they apply to the services covered by this contract. All publications listed will be provided by the Government at the start of the contract. Supplements or amendments to listed publications from any organizational level may be issued during the life of the contract. The Contractor shall immediately implement those changes in publications which result in a decrease or no change in the contract price. Prior to implementing any revision, supplement, or amendment that shall result in an increase in contract price, the Contractor shall submit to the Contracting Officer a price proposal and obtain prior approval of the Contracting Officer. Said price proposal shall be submitted within 30 calendar days from the date the contract receives notice of the revision, supplement, or amendment given rise to the increase in cost of performance.

#### a. Acronyms

AQL	Acceptable Quality Level
AFRS	Armed Forces Recipe Service
BAS	Basic Allowance for Subsistence
BDFA	Basic Daily Food Allowance
DFA	Dining Facility Attendant
EBO	Emergency Breakout
FSW	Food Service Worker
FSO/COR	Food Services Officer
FFS	Full Food Service
FSM	Food Service Management

GEF	Government Furnished Equipment/Material
HACCP	Hazard Analysis Critical Control Point
OTCNET	Over the Counter (OTC) Deposit Processing Network
PRS	Performance Requirements Summary
PHF	Potentially Hazardous Food
QA	Quality Assurance
QAE	Quality Assurance Evaluator
QASP	Quality Assurance Surveillance Plan
QC	Quality Control
SIK	Subsistence-in-Kind
TDZ	Temperature Danger Zone
VIP	Very Important People

**b. Forms:**

- 1) DD Form 1544 (Cash Meal Payment/Sheet) -  
[www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm](http://www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm)
- 2) Food Safety/Sanitation Training Certificate (NAVMED 4061/1)
- 3) Tri-Service Publication 5010 - Manual of Naval Preventive Medicine
- 4) NAVSUP Form 335 - Subsistence Ledger
- 5) NAVSUP Form 338 - General Mess Control Record
- 6) NAVSUP Form 1090 - Food Preparation Worksheet
- 7) NAVSUP Form 1059 – Smooth Inventory Sheet
- 8) NAVSUP Form 1291 - Meal Signature Record (Ashore)
- 9) NAVSUP Form 1292 - Recapitulation of Meal Record (Ashore)
- 10) NAVSUP Form 1282 - Food Item Request/Issue Document
- 11) NAVSUP Form 1359 - General Mess Summary Document

**c. Publications:**

- 1) Service Act Directory of Occupations, 4<sup>th</sup> Edition –  
<http://www.dol.gov/whd/regs/compliance/wage/index.htm>
- 2) SECNAV Instructions 4061.1 “Food Service Sanitation Training Program”
- 3) NAVSUP P-486 - Food Service Management General Messes
- 4) U.S. Navy HAZMAT Regulations

### **3.0 PERFORMANCE REQUIREMENTS**

The Contractor shall provide all personnel, supervision, and all items and services necessary to perform full food and mess attendant services at the Roy M. Wheat Dining Facility, located at Naval Air Station (NAS) Meridian, MS

as specified in this Performance Work Statement (PWS). The estimated quantities of work are contained in Technical Exhibit (TE) 2.

**3.1** The required tasks include, but are not limited to the following: preparing of meals; serving and replenishing food; preparing all salads, vegetables, and fruits; cleaning facilities, equipment, and utensils; furnishing operating supplies and consumables not provided by the Government; operating sculleries, performing all food service records keeping and accounting functions; performing administrative paperwork as required by job position and regulations; maintaining and operating provisions storerooms; maintaining compliance with sanitation procedures; and in the event of contingency, performing all required tasks to include cooking to ensure continued services are provided.

**3.1.1** The Contractor shall furnish managerial, administrative and direct labor personnel to accomplish all work required. The food service workers' work force shall be adequately supervised and trained. The Dining Facility Attendant Supervisor (Project Manager) shall be assigned with authority to manage the entire operational food service work force. The Dining Facility Attendant Supervisor or assistant supervisor shall be designated and in charge of operations during all hours of operations and at all times during all meals.

**3.1.2** The Contractor shall provide sufficient personnel to provide complete operations for ordering, receiving, transporting, storing, issuing internal accounting and inventory control of Government provided subsistence, using NAVSUP Instructions and applicable forms as described in section 2.0 herein.

**3.1.3** The Contractor shall provide personnel to operate the sculleries located in the pots and pan room.

**3.1.4** The Contractor shall be responsible for trash pickup around the patios and building and shall keep the grounds within 20 feet around facility free of debris, such as cigarette butts, leaves and trash. The Government is responsible for the ground maintenance.

**3.1.5** The Contractor shall provide a sufficient change fund to adequately make change throughout the entire meal period.

**Note:** The Contractor shall maintain a minimum 95% inventory count validity of subsistence items on-hand to compare to official Food Service Management (FSM) records at all times.

**3.1.6** The Contractor shall provide warehouse personnel to receive, unload, label, and store inventory subsistence items delivered. Warehouse personnel shall issue and return provisions for the general mess. Issues to the general mess shall be done in accordance with (IAW) the NAVSUP P-486 and shall include ordering, shelving, and stocking provisions sufficient to support all galley facilities.

**3.1.7** The Contractor shall provide sufficiently qualified personnel to maintain all dining facility, subsistence accounts and stock control records, including a Bulk Storeroom Custodian.

**3.1.8** The Contractor shall designate the individuals responsible for subsistence supplies in writing to the Food Service Officer/Contracting Officer's Representative (FSO/COR) within five (5) days of the contract award date, and immediately upon change of personnel. Copies of the designation shall be posted in the appropriate area throughout the dining facility and storage areas.

**3.1.9** The Contractor shall ensure subsistence items are issued only to the enlisted dining facility.

**3.1.10** The Contractor shall record on the NAVSUP Form 1059, a monthly wall to wall inventory of all subsistence items on the last day of each month. All inventories shall be completed the same day jointly by the Contractor and the FSO/COR. The Contractor shall provide the FSO/COR a copy of the inventory after the final reconciliation of the dining facility subsistence records. The Contractor shall designate an employee to sign monthly inventories prior to submission. Inventories shall not be signed by anyone other than the designated employee. The Contractor shall reimburse the Government for any and all inventory discrepancies for lost or destroyed items in excess of 5% per line item and 4% per total inventory discovered during the monthly inventory. All discrepancies shall be reconciled and posted to the records in accordance with NAVSUP P-486.



**3.1.11** The Contractor shall keep emergency breakouts (EBO) to less than 5% of the daily breakout.

**3.1.12** The Contractor shall staff all designated serving lines with qualified personnel during meal periods to feed a minimum of 4-6 patrons per minute.

**3.1.13** The Contractor shall utilize the daily Food Preparation Worksheet (NAVSUP 1090) in the daily food preparation. The completed NAVSUP 1090 shall be submitted to the FSO/COR the following working day to be included in the FSO/COR accountability files.

**3.1.14** The Contractor shall use the standard recipes of the Armed Forces Recipe Services, and local recipes approved by the FSO/COR. The Contractor shall notify the FSO/COR at least two days in advance if the cycle menu has to be changed due to subsistence shortages, shipment delays or special occasion meals.

**3.1.15** Specialty meals, such as ethnic meals and holiday meals, may be added to the menu by the FSO/COR.

**3.1.16** The Contractor shall provide cashier services and maintain menu boards as required.

## **3.2 Contractor Personnel**

### **3.2.1 General**

The Contractor shall furnish managerial, administrative and direct labor personnel necessary for accomplishing all work required herein. Contractor personnel shall be supervised and shall maintain the appropriate level of training to perform their assigned tasks at all times. The Project Manager, Assistant Project Manager, Bulk Storeroom Custodian (JOD), and Records Keeper are considered key personnel.

### **3.2.2 Personnel Designations and Rosters**

The Contractor shall furnish the FSO/COR a list of supervisors and shall designate in writing at least 10 days prior to contract start date, a Project Manager and at least one Assistant Project Manager who shall act during the absence of the Project Manager. The Contractor shall furnish a list of all Contractor personnel employed to perform the requirements of the PWS herein. The Contractor shall submit to the FSO/COR the initial supervisory and employee list(s) and alternate Project Manager designation 10 days prior to the contract start date, and shall furnish a listing and designation within one work week after the Contractor makes any changes in personnel or personnel designation. The Contractor shall include the Project Manager and Assistant Project Manager's designation information and provide contact information as to how the Project Manager and his or her assistant can be reached after normal working hours, in case of emergency. The employee list and designations may be combined into one list, at Contractor discretion.

### **3.2.3 Project Manager**

The Contractor shall provide an on-site Project Manager and an Assistant with authority to obligate the Contractor to direct work within the dining facilities and be responsible for the overall performance (including Subcontractors) to meet the specified performance standards. The Project Manager or assistant shall supervise employees at all times and be available to meet with any designated Government representative. The Project Manager shall meet the minimum qualifications listed below.

#### Qualifications:

- Shall be proficient in and have the ability to fluently read, write, speak, and understand English.
- Skills to effectively communicate with every Contractor employee and Government personnel.
- Shall have at least four (4) years of experience (with at least two (2) years at supervisory level) in managing cafeteria style or multi-entree operations providing complete meal service (breakfast, lunch and dinner) at Government dining facilities or schools of over 100 people.

- Within the past two (2) years, shall have experience in contingency or emergency feeding operations.
- High school graduate.
- Shall have at least three (3) years of experience in military food service within the pay grade of E-7, warrant or commissioned officer may be credited as management experience for this position.
- Shall have obtained a sanitation and food safety certification within the past four (4) years or shall obtain certification prior to contract start date.

#### **3.2.3.1 Accessibility during working hours and emergency situations**

The Project Manager (or Assistant) shall be physically on site during all regular working hours (0430-1830) and available to meet with Government representatives as necessary; and shall be available for responding to emergency situations 24 hours a day, seven (7) days a week; and shall be on site within two (2) hours following telephonic notification.

#### **3.2.3.2 Authority**

The Project Manager shall have the authority to make and implement decisions regarding routine matters related to the PWS and to act on behalf of the Contractor during emergencies which require immediate response. The Project Manager shall work directly with the FSO/COR to resolve problems.

#### **3.2.4 Assistant Project Manager**

The Contractor shall provide an Assistant Project Manager who in the absence of the Project Manager has authority to obligate the Contractor to direct work within the dining facilities and be responsible for the overall performance (including Subcontractors) to meet the specified performance standards. During required working hours, the Project Manager and the Assistant Project Manager shall not be off site at the same time, unless approved by the Government.

##### Qualifications:

- Shall be proficient in and have the ability to fluently read, write, speak, and understand English.
- Skill to communicate effectively with every Contractor employee and Government personnel.
- Shall have at least two (2) years experience (with at least one year supervisory level experience) in managing cafeteria style or multi-entree operations providing complete meal service (breakfast, lunch and dinner at Government dining facilities or schools of over 100 people).
- Three (3) years experience as a unit manager or assistant manager.
- High school graduate.
- Shall have at least three (3) years of experience in military food service within the pay grade of E-7, warrant or commissioned officer may be credited as management experience for this position.
- Shall have obtained a sanitation and food safety certification within the past four years or shall obtain certification prior to contract start date.

#### **3.2.5 Supervisors**

Qualifications: Minimum acceptable qualifications for supervisors shall include:

- Shall be proficient in and have the ability to fluently read, write, speak, and understand English.
- Four (4) years of working experience in Government or commercial kitchen and dining room facilities with equipment and operations equivalent to the work required in the PWS herein.
- Shall have at least two (2) years of experience shall have been held in a supervisory or work leader position.

#### **3.2.6 Records Keeper**

The Contractor shall provide personnel to perform the functions of requisitioning stores, documenting daily transactions and maintaining financial records in support of the reports, records and returns submissions required per the NAVSUP P-486.

Qualifications:

- Shall be proficient in and have the ability to fluently read, write, speak, and understand English.
- Minimum seven (7) years accounting background.
- Two (2) years experience in Food Service Management Program (FSM) or have completed an approved FSM Course. Personnel shall post subsistence item receipts within three (3) business days.
- Shall manage all matters related to financial management of the general mess and issues of accountability in accordance with NAVSUP P-486.
- Shall maintain the General Mess Control Record (NAVSUP Form 338) up to date within two (2) current working days.
- Shall be computer literate to perform work in and support web based reporting and accounting.
- Shall have the ability to receive CAC access.

### **3.2.7 Bulk Storeroom Custodian**

Bulk Storeroom Custodian is responsible for bulk subsistence storerooms in which dry, chilled and frozen provisions are maintained. The Bulk Storeroom Custodian is responsible for maintaining security and inventory accuracy of all accountable food and preserving its condition; monitoring and recording temperatures of storerooms and acting as receipt inspector of stores.

Qualifications:

- Shall be proficient in and have the ability to fluently read, write, speak, and understand English.
- At least two (2) years experience in bulk subsistence storeroom management.
- Required skills include proper subsistence storage practices and basic mathematical skills. Assigned personnel shall be designated in writing.

### **3.2.8 Head Cook**

Minimum acceptable qualifications for this position shall include experience as a cook in a large institutional kitchen.

Qualifications:

- Shall be proficient in and have the ability to fluently read, write, speak, and understand English.
- Two (2) years of experience in Government or commercial kitchen and dining room facilities.
- One (1) of the 2 years of experience shall have been held in a supervisory position or work leader position.
- Knowledgeable in food preparation equivalent to Cook II.
- Shall possess basic skills in arithmetic, simple record keeping, portion control, preparation of special dietary meals, tables of weights and measures, recipe conversion, supervisory, training principles and practices. This is a working supervisory position.

### **3.2.9 Cook II**

Cook II is responsible for preparing food using various cooking methods to make food suitable for eating. Food service attendant workers, and food service attendant supervisors, SHALL NOT be assigned duties as a cook. Minimum acceptable qualifications for this position shall include experience as a cook in a large institutional kitchen.

Qualifications:

- Shall be proficient in and have the ability to fluently read, write, speak, and understand English.
- Two (2) years of experience in Government or commercial kitchen and dining room facilities.
- Required skills include safe operation and maintenance for all kitchen equipment, proper food sanitation and storage practices, basic arithmetic, simple record keeping, tables of weights and measures, portion control and recipe conversion.

### **3.2.10 Cook I**

Cook I independently performs moderately difficult task in preparing small quantities of quickly prepared food. Food service attendant workers, and food service attendant supervisors, SHALL NOT be assigned duties as a cook. Minimum acceptable qualifications for this position shall include experience as a cook/baker in a large institutional kitchen.

#### Qualifications:

- Shall be proficient in and have the ability to fluently read, write, speak, and understand English.
- Two (2) years of experience in Government or commercial kitchen and dining room facilities.
- Required skills include safe operation and maintenance for all kitchen equipment, proper food sanitation and storage practices, basic arithmetic, simple record keeping, and portion control.
- Communicate and interact among Contractor management and personnel.

### **3.2.11 Food Service Worker (FSW)**

Perform a variety of tasks concerned with the preparation and serving of foods and beverages. The FSW shall wash, peel, scrape, and cut vegetables and fruits; prepare simple salads; cut, slice, plate and garnish cakes and pies; prepare coffee, tea and other beverages; serve proper rations on trays or plates and pour beverages; prepare dining and serving areas by setting up counters, stands and tables; place food containers in serving order; fill salt and pepper shakers; scrape, wash and sort dishes, glassware and silverware; clean kitchen equipment, pots and pans, counters, and tables; and sweep and mop floors.

#### Qualifications:

- Shall be proficient in and have the ability to fluently read, write, speak, and understand English.
- Skill to communicate effectively with every Contractor employee and Government personnel.

### **3.2.12 Cash Collection Agent**

The Contractor shall provide personnel to perform the function of cash collection agent, documenting daily cash transactions, and maintain financial records in support of the reports, records, and returns required by NAVSUP.

#### Qualifications:

- Shall be proficient in and have the ability to fluently read, write, speak, and understand English.
- Shall have the ability to receive Common Access Card (CAC) access to support Over the Counter Network (OTCnet) web based deposit process.
- Shall understand bank credit card operations and how to reconcile with the bank.
- Shall be computer literate to perform work in and support web based reporting and accounting.
- Shall possess basic mathematical skills.

**3.3 Replacement of Key Personnel:** The Project Manager, Assistant Project Manager, Bulk Storeroom Custodian, and Records Keeper are considered key personnel. The Contractor shall provide resumes on all key personnel to the Government within five (5) working days after contract award. Should the Contractor find it necessary to replace key personnel, the Contractor shall, to the extent possible, provide advance notification to the FSO/COR and a resume of the proposed candidate that supports the experience requirements listed herein. In the event of an emergency, the installation of new essential personnel shall be followed by a resume of the proposed candidate

within 10 working days.

**3.4 Conduct:** Contractor employees shall not loiter in any working or patron area. Upon completion of their assigned shifts or after eating, Contractor employees shall promptly depart from the food service facilities. The use of alcoholic beverages, illegal drugs, or profane or offensive language (either verbal or written) by Contractor employees while on duty is strictly prohibited. The Contractor shall immediately remove employees from duty who are under the influence of alcohol or drugs. The Contractor shall be responsible for scheduling and paying for drug testing in accordance with the Contractor's drug testing policies. Contractor employees shall adhere to and comply with all Federal, State, DOD Equal Opportunity Policies and Guidelines.

**3.5 Status of Employment:** The Contractor shall not employ any illegal alien in the performance of work under this contract in violation of the immigration laws of the United States. The Contractor shall not employ any person who is an employee of the United States Government nor shall the Contractor employ any off-duty active duty military personnel to perform work under this contract.

**3.6 Contractor Personnel Meals:** Contractor personnel who work in dining facilities under this contract may purchase food and beverages, to be consumed in the facility, while on duty and up to 30 minutes before or after their assigned shifts. Employees shall pay the established standard meal rate, which includes the Government authorized surcharge. This policy does not apply to a spoon size taste/sampling by personnel assigned to quality control. All meals shall be paid on a cash basis. There shall be no credit sales. Contractor employees purchasing food shall sign the meal consumption log, which the Contractor retains for each meal period as proof of payment.

**3.7 Personnel Sanitation Requirements:** Personnel shall maintain compliance with sanitation and food safety standards in accordance with Tri-Service P-5010.

**3.7.1 Employee Health:** The Contractor shall require employees to report any information concerning their health and activities as they relate to diseases that are transmittable through food. This includes, but not limited to the following illnesses: Escherichia coli, shigella, salmonella, Hepatitis A virus, jaundice, infected wounds, boils, and any intestinal illness. The Government reserves the right to exclude/restrict any employee who exhibits signs of such illnesses, and require employee to provide medical documentation from a physician that specifies that employee is free of disease prior to returning to work.

**3.7.2 Physical Examinations:** The Contractor shall employ personnel who are medically fit. Personnel shall receive medical clearance prior to employment. The Contractor shall furnish, at Contractor's expense, a medical certificate for each employee in the kitchen, dining halls and food handling facilities, or who, in any way, comes in contact with the handling of food in carrying out the provisions of this contract. The Contractor shall be responsible for the cost and completion of initial and subsequent physical examinations for Contractor employees. These examinations shall provide, as a minimum, a certified statement from a qualified health provider that the employee is free of communicable diseases, particularly evidence of tuberculosis. Personnel having any open lesions, particularly of the hands, face or neck, or acne of the face, shall be prohibited from performing food service duty. All food service personnel who have been away from their duties for 30 days or more shall have a medical examination prior to resumption of duty. The Contractor shall be responsible for the cost of the required medical examination. If any of the Contractor's employees are found medically unfit to perform their duties under this contract, the Contractor shall promptly remove and replace the employee with medically examined and fit personnel.

**3.8 Uniforms:** The Contractor shall provide employee uniforms, nametags, and any other specialty clothing (jackets, gloves, rubber gloves, aprons, etc.) and undershirts (including long sleeve shirts during winter months). Undershirts shall be white and of cotton material. Employees shall wear clean, neat, pressed and well-fitting uniforms at all times while performing assigned duties. All uniforms shall be consistent with the pattern and material agreed upon with the Contractor and FSO/COR. The Contractor shall have available uniforms for any newly hired personnel. Uniforms shall not contain commercial advertising except that the hats and/or nametags may contain the Contractor's name. The standard dress for management/supervisors shall be approved by the FSO/COR prior to the contract start date. Shoes shall be black and shall meet sanitation and Federal/State safety requirements. Open toed shoes, sandals, sneakers, and heels higher than 2 inches, shall not be worn.

**3.8.1** Hair nets, facial masks, aprons and caps shall be supplied by the Contractor, and shall be worn by Contractor personnel where appropriate, in accordance with Tri-Service P-5010. Contract employees shall wear acceptable hair restraints (hats, caps, hair nets) to prevent loose hair from falling into food or onto food contact surfaces. These restraints shall cover the entire hair area.

**3.8.2** All personnel shall wear nametags furnished by the Contractor with a minimum of the last name. Nametags worn by the Project Manager(s) and supervisors shall indicate the employee's job title.

**3.9 Training General:** The Contractor shall develop, conduct and be responsible for the cost of the training requirements to support the requirements of the work required in the PWS herein and ensure that contract personnel are qualified to perform their assigned tasks at the start of the contract. The Contractor shall develop and conduct a training program for all employees that complies with the SECNAV Instruction 4061.1C Food Service Sanitation Training Program.

**3.9.1 Training Requirements:** The Contractor food service employees shall receive a minimum four (4) hours initial training and four (4) hours annual refresher food sanitation training. New food service personnel shall receive this training within the first 30 days of employment. This requirement for annual training need not be conducted in a consecutive 4-hour block of time. Subject matter of this training shall include, but not be limited to: Personal Hygiene/Health Requirements; familiarization with all written Contractor technical and quality control procedures and instructions; proper use and handling of germicidal detergents, supplies and equipment; basic bacteriological concepts, including how disease is caused, transmitted and prevented, reduced, or contained through proper housekeeping methods; familiarization with the Government's fire prevention and safety procedures; cleaning & sanitizing, food preparation and serving, and energy conservation practices. This shall in no way limit the amount of training necessary to meet specific requirements for the work required to support the food service facility.

**3.9.2 Training Records:** Contractor employees training, certificates, and attendance rosters shall be maintained by the Contractor and shall be provided to the FSO/COR for review, upon request. A separate Food Safety/Sanitation Training Certificate (NAVMED 4061/1) for each food employee shall be current and kept on file in a central location.

**3.9.3 Training Instructor Qualifications:** All required formal Contractor training shall be administered (i.e., taught, facilitated) by persons who are qualified to instruct or teach the specific subjects or topics required. Certification to instruct the specific subject shall be in the form of a certificate issued by an accredited institution of learning (school, college, university etc.), a Federal, state, or county, educational certification body (agency, board, commission, etc.), or by documentation that the person instructing has sufficient experience in/with the subject matter to instruct the subject in an authoritative, practical, and current manner. Instructors qualified to teach the food safety/sanitation training shall have completed an 18-hour supervisor/manager food service sanitation/food safety training course. Such certification (documentation) offered shall be current (by date) and shall meet the approval of the FSO/COR.

**3.9.4** All food service personnel shall be familiar with the power sources required for all food service equipment. Personnel shall have a thorough knowledge of equipment operation and comply with posted safety instructions. Personnel shall have a thorough working knowledge of basic firefighting techniques.

**3.10 Security Requirements:** All personnel employed by the Contractor in the performance of this contract, or any representative of the Contractor entering the Government installation, shall abide by all security regulations of the installation. The Government reserves the right to direct the removal of an employee for misconduct or security reasons. This action does not relieve the Contractor from total performance of the contract tasks described herein.

**3.10.1 Security Clearance:** The Contractor shall furnish the FSO/COR the names of all personnel hired to perform work under this contract within 10 working days after contract award. The names shall be accompanied by a brief personal history statement, including but not limited to: (a) statement of facts of any criminal convictions other than minor traffic violations; (b) statement and facts of any conviction in a military or civil court; (c) statement and facts of membership in any organization which advocates the overthrow of the United States Government; and (d) a record of employment covering the immediate preceding year.

**3.10.2** The Security Officer, at NAS Meridian, will issue identification cards as required for access to the installation for all Contractor employees considered qualified. Identification furnished for approved employees shall be returned to the FSO/COR by the Contractor immediately when such employees are no longer employed under this Contract.

**3.10.3** The Contractor shall maintain proper security protocol in accordance with base regulations and provide the FSO/COR with personal background information of individuals assigned to financially sensitive positions (i.e. FSM Records-keeper, Storeroom custodian, SMART Card Coordinator, STORES operator, Cashiers, and Galley Administrative Supervisor).

**3.10.4** Security approval of all Contractor personnel shall be obtained through the Base Security Office. The Contractor is responsible for the cost of security clearance investigations should one be required for controlled access areas in the performance of the Contractor employees assigned duties.

**3.10.5 Navy Commercial Access Control System (NCACS):** The Contractor shall ensure that employees have access to the military installation covered under the NCACS. Commander, Navy Installations Command (CNIC), has established the NCACS, a standardized process for granting unescorted access privileges to vendors, Contractors, suppliers, and service providers not otherwise entitled to the issuance of Department of Defense Common Access Card (DoD CAC) who seeks access to and can provide justification to enter Navy installations and facilities. Visiting vendors may obtain daily passes directly from the individual Navy Installations by submitting identification credentials for verification and undergoing a criminal screening/background check. Alternatively, if the vendor so chooses, it may voluntarily elect to obtain long-term credentials through enrollment, registration, background vetting, screening, issuance of credentials, and electronic validation of credentials at the vendor's own cost through a designated independent Contractor NCACS service provider. Credentials will be issued every five years and access privileges shall be reviewed/renewed on an annual basis. The costs incurred to obtain Navy Installation access of any kind are not reimbursable, and the price(s) paid for obtaining long-term NCACS credentials will not be approved as a direct cost of this contract. You can access additional information by calling 1-877-727-4342 or go online to <http://rapidgate.com>.

**3.10.6 Key and Security Code Control:** The Contractor shall establish and implement a key and security access code control procedures to ensure that all keys and security access codes issued to the Contractor by the Government, are not lost, misplaced, nor used by unauthorized persons IAW the NAVSUP P-486. The Contractor shall immediately report the FSO/COR any occurrences of lost, unauthorized use, or unauthorized duplication of keys or access codes. In the event keys are lost or duplicated, the Contractor shall be required to re-key or replace the affected lock or locks at Contractor's expense.

**3.10.7** The Contractor shall be in compliance with all DOD Personally Identifiable Information (PII) – Information Assurance Policies.

**3.10.8 Contractor Unclassified Access to Federally Controlled Facilities, Sensitive Information, Information Technology (IT) Systems or Protected Health Information (July 2013)**

Homeland Security Presidential Directive (HSPD)-12, requires Government agencies to develop and implement Federal security standards for Federal employees and Contractors. The Deputy Secretary of Defense Directive-Type Memorandum (DTM) 08-006 – “DoD Implementation of Homeland Security Presidential Directive – 12 (HSPD-12)” dated November 26, 2008 (or its subsequent DoD instruction) directs implementation of HSPD-12. This clause is in accordance with HSPD-12 and its implementing directives.

**APPLICABILITY**

This clause applies to Contractor employees requiring physical access to any area of a federally controlled base, facility or activity and/or requiring access to a DoN or DoD computer/network/system to perform certain unclassified sensitive duties. This clause also applies to Contractor employees who access Privacy Act and Protected Health Information, provide support associated with fiduciary duties, or perform duties that have been identified by DON as National Security Position, as advised by the Command Security Manager. It is the responsibility of the

responsible Security Officer of the command/facility where the work is performed to ensure compliance.

Each Contractor employee providing services at a Navy Command under this contract is required to obtain a DoD CAC. Additionally, depending on the level of computer/network access, the contract employee will require a successful investigation as detailed below.

#### **ACCESS TO FEDERAL FACILITIES**

Per HSPD-12 and implementing guidance, all Contractor employees working at a federally controlled base, facility or activity under this clause will require a DoD CAC. When access to a base, facility or activity is required Contractor employees shall in-process with the Navy Command's Security Manager upon arrival to the Navy Command and shall out-process prior to their departure at the completion of the individual's performance under the contract.

#### **ACCESS TO DOD IT SYSTEMS**

In accordance with SECNAV M-5510.30, Contractor employees who require access to DoN or DoD networks are categorized as IT-I, IT-II, or IT-III. The IT-II level, defined in detail in SECNAV M-5510.30, includes positions which require access to information protected under the Privacy Act, to include Protected Health Information (PHI). All Contractor employees under this contract who require access to Privacy Act protected information are therefore categorized no lower than IT-II. IT Levels are determined by the requiring activity's Command Information Assurance Manager. Contractor employees requiring privileged or IT-I level access, (when specified by the terms of the contract) require a Single Scope Background Investigation (SSBI) which is a higher level investigation than the National Agency Check with Law and Credit (NACLC) described below. Due to the privileged system access, a SSBI suitable for High Risk public trusts positions is required. Individuals who have access to system control, monitoring, or administration functions (e.g. system administrator, database administrator) require training and certification to Information Assurance Technical Level 1, and must be trained and certified on the Operating System or Computing Environment they are required to maintain.

Access to sensitive IT systems is contingent upon a favorably adjudicated background investigation. When access to IT systems is required for performance of the Contractor employee's duties, such employees shall in-process with the Navy Command's Security Manager and Information Assurance Manager upon arrival to the Navy command and shall out-process prior to their departure at the completion of the individual's performance under the contract. Completion and approval of a System Authorization Access Request Navy (SAAR-N) form is required for all individuals accessing Navy Information Technology resources. The decision to authorize access to a Government IT system/network is inherently Governmental. The Contractor supervisor is not authorized to sign the SAAR-N; therefore, the Government employee with knowledge of the system/network access required or the FSO/COR shall sign the SAAR-N as the "supervisor".

The SAAR-N shall be forwarded to the Navy Command's Security Manager at least 30 days prior to the individual's start date. Failure to provide the required documentation at least 30 days prior to the individual's start date may result in delaying the individual's start date.

When required to maintain access to required IT systems or networks, the Contractor shall ensure that all employees requiring access complete annual Information Assurance (IA) training, and maintain a current requisite background investigation. The Contractor's Security Representative shall contact the Command Security Manager for guidance when reinvestigations are required.

#### **INTERIM ACCESS**

The Navy Command's Security Manager may authorize issuance of a DoD CAC and interim access to a DoN or DoD unclassified computer/network upon a favorable review of the investigative questionnaire and advance favorable fingerprint results. When the results of the investigation are received and a favorable determination is not made, the Contractor employee working on the contract under interim access will be denied access to the computer network and this denial will not relieve the Contractor of his/her responsibility to perform.

#### **DENIAL OR TERMINATION OF ACCESS**

The potential consequences of any requirement under this clause including denial or termination of physical or



system access in no way relieves the Contractor from the requirement to execute performance under the contract within the timeframes specified in the contract. Contractors shall plan ahead in processing their employees and Subcontractor employees. The Contractor shall insert this clause in all subcontracts when the Subcontractor is permitted to have unclassified access to a federally controlled facility, federally-controlled information system/network and/or to Government information, meaning information not authorized for public release.

#### **CONTRACTOR'S SECURITY REPRESENTATIVE**

The Contractor shall designate an employee to serve as the Contractor's Security Representative. Within three work days after contract award, the Contractor shall provide to the requiring activity's Security Manager and the Contracting Officer, in writing, the name, title, address and phone number for the Contractor's Security Representative. The Contractor's Security Representative shall be the primary point of contact on any security matter. The Contractor's Security Representative shall not be replaced or removed without prior notice to the Contracting Officer and Command Security Manager.

#### **BACKGROUND INVESTIGATION REQUIREMENTS AND SECURITY APPROVAL PROCESS FOR CONTRACTORS ASSIGNED TO NATIONAL SECURITY POSITIONS OR PERFORMING SENSITIVE DUTIES**

Navy security policy requires that all positions be given a sensitivity value based on level of risk factors to ensure appropriate protective measures are applied. Navy recognizes Contractor employees under this contract as Non-Critical Sensitive [ADP/IT-II] when the contract scope of work require physical access to a federally controlled base, facility or activity and/or requiring access to a DoD computer/network, to perform unclassified sensitive duties. This designation is also applied to Contractor employees who access Privacy Act and Protected Health Information (PHI), provide support associated with fiduciary duties, or perform duties that have been identified by DON as National Security Positions. At a minimum, each Contractor employee must be a US citizen and have a favorably completed NACLC to obtain a favorable determination for assignment to a non-critical sensitive or IT-II position. The NACLC consists of a standard NAC and a FBI fingerprint check plus law enforcement checks and credit check. Each Contractor employee filling a non-critical sensitive or IT-II position is required to complete:

- SF-86 Questionnaire for National Security Positions (or equivalent OPM investigative product)
- Two FD-258 Applicant Fingerprint Cards (or an electronic fingerprint submission)
- Original Signed Release Statements

Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date. Background investigations shall be reinitiated as required to ensure investigations remain current (not older than 10 years) throughout the contract performance period. The Contractor's Security Representative shall contact the Command Security Manager for guidance when reinvestigations are required.

Regardless of their duties or IT access requirements ALL Contractor employees shall in-process with the Navy Command's Security Manager upon arrival to the Navy Command and shall out-process prior to their departure at the completion of the individual's performance under the contract. Employees requiring IT access shall also check-in and check-out with the Navy Command's Information Assurance Manager. Completion and approval of a System Authorization Access Request Navy (SAAR-N) form is required for all individuals accessing Navy Information Technology resources. The SAAR-N shall be forwarded to the Navy Command's Security Manager at least 30 days prior to the individual's start date. Failure to provide the required documentation at least 30 days prior to the individual's start date shall result in delaying the individual's start date.

The Contractor shall ensure that each contract employee requiring access to IT systems or networks complete annual Information Assurance (IA) training, and maintain a current requisite background investigation. Contractor employees shall accurately complete the required investigative forms prior to submission to the Navy Command Security Manager. The Navy Command's Security Manager will review the submitted documentation for completeness prior to submitting it to the Office of Personnel Management (OPM). Suitability/security issues identified by the Navy may render the Contractor employee ineligible for the assignment. An unfavorable determination made by the Navy is final (subject to SF-86 appeal procedures) and such a determination does not

relieve the Contractor from meeting any contractual obligation under the contract. The Navy Command's Security Manager will forward the required forms to OPM for processing. Once the investigation is complete, the results will be forwarded by OPM to the DON Central Adjudication Facility (CAF) for a determination.

If the Contractor employee already possesses a current favorably adjudicated investigation, the Contractor shall submit a Visit Authorization Request (VAR) via the Joint Personnel Adjudication System (JPAS) or a hard copy VAR directly from the Contractor's Security Representative. Although the Contractor will take JPAS "Owning" role over the Contractor employee, the Navy Command will take JPAS "Servicing" role over the Contractor employee during the hiring process and for the duration of assignment under that contract. The Contractor shall include the IT Position Category per SECNAV M-5510.30 for each employee designated on a VAR. The VAR requires annual renewal for the duration of the employee's performance under the contract.

### **BACKGROUND INVESTIGATION REQUIREMENTS AND SECURITY APPROVAL PROCESS FOR CONTRACTORS ASSIGNED TO OR PERFORMING NON-SENSITIVE DUTIES**

Contractor employee whose work is unclassified and non-sensitive (e.g., performing certain duties such as lawn maintenance, vendor services, etc.) and who require physical access to publicly accessible areas to perform those duties shall meet the following minimum requirements:

- Must be either a US citizen or a US permanent resident with a minimum of 3 years legal residency in the United States (as required by The Deputy Secretary of Defense DTM 08-006 or its subsequent DoD instruction) and;
- Must have a favorably completed National Agency Check with Written Inquiries (NACI) including a FBI fingerprint check prior to installation access.

To be considered for a favorable trustworthiness determination, the Contractor's Security Representative must submit for all employees each of the following:

- SF-85 Questionnaire for Non-Sensitive Positions
- Two FD-258 Applicant Fingerprint Cards (or an electronic fingerprint submission)
- Original Signed Release Statements

The Contractor shall ensure each individual employee has a current favorably completed National Agency Check with Written Inquiries (NACI) or ensure successful FBI fingerprint results have been gained and investigation has been processed with OPM.

Failure to provide the required documentation at least 30 days prior to the individual's start date may result in delaying the individual's start date.

\* Consult with your Command Security Manager and Information Assurance Manager for local policy when IT-III (non-sensitive) access is required for non-US citizens outside the United States.

### **3.11 Phase-out**

**3.11.1 Phase-Out:** If or when there is a change in service provider, the incumbent service provider shall provide familiarization to the follow-on service provider. During the phase-out familiarization period, the incumbent shall be fully responsible for the scope of work specified in the PWS.

### **3.12 Quality Assurance**

**3.12.1 Performance Observation:** The Government will evaluate the Contractor's performance by appointing a representative(s) to monitor performance. The COR will evaluate the Contractor's performance through intermittent on-site inspections of the Contractor's quality control program and review of customer complaints. If recurring discrepancies or failures are discovered during quality control inspections or repeated customer complaints are received, the Government reserves the right to increase the number of quality control inspections. Alternatively, the Government may decrease the number of quality control inspections if performance dictates. The Government will

also receive and investigate complaints from customers located on the installation. The Contractor shall be responsible for initially validating customer complaints. However, the FSO/COR will make the final determination of validity of customer complaint(s) in cases of disagreement with customer(s).

**3.12.2 Sanitation Inspections:** In addition to inspections of Contractor performance by the FSO/COR, installation medical authority representatives will randomly inspect food service operations for compliance with sanitation standards of Tri-Service P-5010. Both FSO/COR and medical services personnel will document (in writing) any Contractor discrepancies causing unacceptable performance. Sanitary deficiencies shall be corrected immediately upon notification.

**3.12.3 Patron Surveys:** The Government reserves the right to conduct customer surveys and solicit customer comments in other ways. The Contractor shall distribute evaluation forms and assist in the collection of forms and in responding to customer comments or complaints.

**3.12.4 Performance Evaluation Meetings:** The Project Manager may be required to meet at least weekly with the FSO/COR during the first month of the contract. Meetings will be held as often as necessary, thereafter as determined by the FSO/COR. Additionally, if requested by Contractor or Government, a meeting will be held whenever a Contractor Discrepancy Report is issued. The written minutes of these meetings, prepared by the Contracting Officer, shall be signed by the Project Manager, Contracting Officer, and the FSO/COR. Should the Contractor not concur with the minutes, the Contractor shall state any areas of non-concurrence, in writing, to the Contracting Officer within seven (7) calendar days of receipt of the signed minutes.

**3.12.5** The Contractor shall participate in a Menu Review Board with the FSO/COR or designated Government representative on a quarterly basis. Board minutes shall be compiled by the Contractor and a copy provided to the FSO/COR.

**3.12.6** The Contractor shall conduct a Menu Planning/Production Review Board monthly. Board minutes shall be compiled by the Contractor and a copy provided to the FSO/COR.

**3.13 Visits by Very Important Persons (VIP's) and Inspection Teams:** VIP's, Management Assistance Teams, Inspection Teams, and other operational commitments shall require additional support from the Contractor in such areas as sanitation and general appearance. Contractor personnel shall cooperate with such representatives during survey visits.

**3.14 Contingency Service:** Occasionally (approximately five times per year), circumstances require the service line to remain open beyond normal operating hours. Although the FSO/COR will attempt to give 24 hours advance notice to the Contractor in any contingency or emergency feeding conditions, advance notice is not always possible. The Contractor shall provide contingency services as requested by the FSO/COR in accordance with FAR clause 52.212-4(c).

**3.15 Emergency Service:** Emergency situations (i.e. accident and rescue operations, civil disturbances, natural calamity, weather conditions, installation alerts and any acts of God) may necessitate a dining facility to operate on an extended basis of up to twenty-four (24) hours per day. The Contractor shall provide emergency services when required by the FSO/COR. These requests shall be subject to changes within the meaning of FAR clause 52.212-4(c) and shall be subject to the provisions of the clause.

**3.16 Strike Contingency Plan:** The plan shall set forth the Contractor's plan for continuation of performance under this contract should the Contractor's employees strike.

The plan shall include proposed procedures to:

- a. Notify the Government of a strike or intent to strike.
- b. Perform services outlined in this contract, with minimum disruption of services to dining facility patrons.

- c. Use supervisory personnel.
- d. Use other personnel presently employed by the Contractor.
- e. Use other sources of personnel in case of a strike.

**3.17 Meeting participation:** The Contractor shall be required to participate in meetings, such as Menu Review Boards and Menu Planning Boards to achieve a greater understanding of customer concerns and food prefaces. When requested, the Contractor shall prepare minutes for meetings.

### **3.18 Hours of Operation**

**3.18.1 Normal Hours:** The normal operating hours for all dining facilities are listed in TE 1. During the designated serving hours for the dining facility, any authorized patron who enters the dining facility shall be offered a complete menu choice. Serving lines shall not be set up more than 45 minutes before the start of the meal. The Contractor shall not remove food from the serving area until 15 minutes after the end of the posted meal hours. This allows patrons additional time for second servings. The Contractor shall provide sufficient personnel to ensure that all patrons can be served at the rate of 4-6 guests per minute on the main serving line.

**3.18.2 Change of Hours:** The FSO/COR may change the meal hours by providing the Contractor 24 hours advance notice of such change. Should any such change result in greater or lesser meal hours of operation, it shall be considered a change within the meaning of FAR clause 52.212-4(c)..

**3.18.3 Opening and Closing Galley:** Should the Government authorize the establishment of a new galley or closing an existing galley, or if the relocation of a galley is necessary, the Contractor shall be given 30 days prior notice. The Contractor shall clean the specified facility and service shall be performed as specified in a change order issued by the Contracting Officer under the FAR clause 52.212-4(c) Changes clause entitled "Contract Terms and Conditions" of this contract.

**3.18.4 Special Event:** The Contractor shall be given advanced notification of events that may require additional support (i.e. Prayer breakfasts, formal and informal luncheons, dignitaries dining at the facility, etc.). The Contractor shall provide support at no additional charge to the Government.

**3.19 Safety Rules and Regulations:** In performing the services required herein, the Contractor shall conform to and comply with all safety rules and regulations applicable to the subsistence building and facilities which are in effect during the time of performance of this contract and shall take such other precautions as may be reasonably required hereunder to assure accident-free performance. All accidents which occur in association with performance of services required in this contract shall be reported in writing to the FSO/COR on the day of the accident or not later than the next working day if the accident occurred during other than normal working hours. Any accident involving personal injury resulting in possible hospitalization, lost time from work, or death shall be reported within one (1) work day to the FSO/COR who may relay the report to the safety officer. Full details of the accident, including statements from witnesses, shall be provided if requested by the Safety Officer. If any claim is made by a third party against this contract, the FSO/COR shall be informed immediately.

**3.20 Security Checks:** Contractor vehicles, required to execute the specifications of this contract, and the personal vehicles of Contractor employees are subject to random spot security checks that may be conducted by official Government security personnel (i.e. Base security police).

### **3.21 Period of Performance:**

Base Year:	13 June 2016 thru 30 September 2016
Option I:	01 October 2016 thru 30 September 2017
Option II:	01 October 2017 thru 30 September 2018
Option III:	01 October 2018 thru 30 September 2019

**3.22 Place of Performance:** Roy M. Wheat Galley Bldg 207, NAS Meridian, Mississippi.

#### 4.0 DEFINITIONS

**Acceptable Quality Level (AQL).** The AQL is the maximum percent defective, the maximum number of defects per hundred units, or the number of defects in a lot on the average that may occur before the Government will effect the price computation system in accordance with the Performance Requirement Summary and the "Inspection of Services" clause. An AQL does not allow a Contractor to knowingly offer defective services, but limits reduced payment to circumstances in which defective performance results in a measurable reduction in the value of services rendered.

**AFRS.** Armed Forces Recipe Service

**Basic Allowance for Subsistence (BAS).** A cash allowance paid to military personnel in lieu of subsistence.

**Basic Daily Food Allowance (BDFA).** The computed monetary daily value of a ration. This value, expressed in dollars, is allocated for food cost authorized to feed one person daily. The dollar amount (allowance) is computed quarterly using actual costs of a selected sampling of food items (market basket) used in dining facilities.

**Brunch.** A meal consisting of food items served during breakfast and lunch to personnel on Sundays, and holidays. This combined meal is served during an extended time period beginning at early or mid-morning and ending shortly after the noon hour.

**Bussing.** The removal of trays and other utensils from the dining area.

**Class A Telephone.** Telephone service, which is unrestricted, for use on-base and commercial calls.

**Class C Telephone.** Telephone service, which is restricted to inter-base calls from one base telephone to another.

**Clean.** Free of visible signs of food, food residues, ingredients, grease, soap and foreign matter.

**Clean As You Go.** Cleaning, wiping and removing spills, garbage and residue as they occur.

**Critical Control Point.** An essential point in the flow of food, at which control can be applied so that a food safety hazard can be prevented, eliminated or reduced to an acceptable level.

**Deck.** All floor areas.

**Diner Satisfaction.** Methods of feedback through a variety of surveys and comment programs to determine the degree to which the Contractor is meeting or exceeding contract requirements and established quality levels of food and service.

**Dining Facility Attendant (DFA).** Personnel which comprise of janitorial and custodial functions within a dining facility including, but not limited to; sweeping, mopping, scrubbing, trash removal, dishwashing, waxing, stripping, buffing, window washing, pot and pan cleaning and related quality control.

**Dinner.** The third meal of the day, or evening meal of each day, served during late afternoon or early evening.

**Dinnerware.** Eating, drinking, and serving utensils for table use, such as flatware including knives, forks, spoons and hollowware including bowls, cups, serving dishes, tumblers and plates.

**Discount Meal Rate.** The rate charged to reimburse the Government for subsistence at Navy appropriated fund dining facilities.

**Defective Service.** A unit of service which contains one or more defects, or nonconformance with specified requirements.

**Emergency Breakout.** Additional subsistence required to complete projected meal quantities.

**Equipment.** Items used in the storage, preparation, cooking, transporting, and serving of food. Equipment also includes items used in cleaning, sanitizing, transportation, and storage of supplies.

**Expendable/Durable Supplies.** Items which are consumed in use, regardless of type classification or unit price.

**Facilities.** Government furnished buildings provided to the Contractor for use in performing tasks and services of this contract.

**Food Borne Disease Outbreak.** The occurrence of two or more cases of a similar illness resulting from the ingestion of a common food.

**Food Contact Surface.** A surface of equipment or utensils with which food normally comes into contact with. This includes equipment and utensils from which food may drain, drop, or splash back into food or onto surfaces normally in contact with food.

**Food Handlers.** Food Service personnel whose duty consist of working where unsealed food or drink is handled, processed, prepared, or served, and who touch food or contact food surfaces in any way. Excluded are food service managers, cashiers, and delivery persons who do not handle unwrapped food or touch food contact surfaces.

**Food Service Management (FSM).** The automation system for both afloat and ashore general messes that has been certified by the Naval Supply Systems Command. The system provides Food Service Officers and personnel with an automated method of menu production, receipt, inventory, issue and accounting processing and other functions associated with the operation of a general mess.

**Food Services Officer (FSO/COR).** An Officer, Warrant Officer, Noncommissioned Officer, or Department of the Navy civilian who is responsible to the installation Commander for matters relating to food service.

**Full Food Service (FFS).** Activities that comprise the full operation of a Navy dining facility, Government Furnished Property (GFP), and all facilities, equipment, food and supplies owned or leased by the Government that is provided to the Contractor for use in performance of this contract.

**Galley.** Main food preparation area also referred to as the kitchen.

**Garbage.** Animal and vegetable waste resulting from handling, preparing, cooking and consuming food.

**General Mess.** Building under contract also referred to as Dining Facility or Enlisted Dining Facility.

**Government Equipment Furnished (GEF).** The facilities, fixtures, equipment, supplies, and materials provided by the Government for the Contractor's use for the period of the contract.

**Government Property.** All property owned by or leased to the Government or acquired by the Government under the terms of the Contract.

**Hazard.** A biological, chemical, or physical property that may cause an unacceptable consumer health risk.

**Hazard Analysis Critical Control Point (HACCP).** A written document that delineates the formal procedures for the HACCP principles developed by the National Advisory Committee on Microbiological Criteria for Foods.

**Holiday Meal Charges.** The rates to be charged for the Thanksgiving and Christmas Day special meal.

**Inventory Discrepancy for a subsistence line item.** When any quantity difference (+ or -) between what is accurately posted as inventory on official Government files or records (FSM system). The FSM system denotes the tolerable level to reflect any specific line item adjusted over 5%.

**Leftovers.** Leftovers are the un-served portions of any item that was prepared for a specific meal, protected from contamination, and held at a proper temperature.

**Lot.** The total number of service outputs in a surveillance period, as defined in the AQL column of the Performance Requirements Summary.

**Meal Serving Hours.** Hours designated by the Government when the dining facilities are open for service.

**Menu Planning Board.** A panel of Government and Contractor personnel that plans for anticipated special meals and determines subsistence requirements. The board provides an interchange of information between Government food service personnel, and the designated contract personnel concerning menu matters and diner comments. A specific function of the board is to review proposed menus, add or change items, and determine the extent to which it shall be implemented.

**Night Meal.** Meal served to personnel who stand night watches or perform other designated duties between 2000-0800 hours. Night meals are also used to accommodate students that are on irregular class schedules.

**Nonfood Surface.** All exposed surfaces other than those included in food or splash zones.

**OTCnet.** OTCnet is the Treasury/FMS solution for Over the Counter (OTC) Deposit Processing and Reporting and Check Capture. OTCnet is a combination of two legacy systems, TGAnet and PCC OTC.

**Performance Requirements Summary (PRS).** Identifies key performance indicators and standards that represent logical service outputs that will be evaluated by the Government to assure the Contractor is fulfilling the terms of the contract.

**Perishable Subsistence.** Food items with limited shelf life that normally require controlled conditions of temperature, and/or humidity during transportation and storage.

**Planned Sampling.** A sampling (inspection) method used to evaluate Contractor tasks and services performed less frequently than daily. Evaluations that are scheduled when tasks and services are performed (e.g. receiving and storage service, field-feeding service, and tasks scheduled IAW the approved cleaning plan).

**Police.** The action or process of cleaning and putting in order, the dining facility to include related areas of responsibility. Tasks include sweeping, raking and picking up trash and debris.

**Portion Control.** Serving of equal amounts to each diner in accordance with prescribed menus and recipes.

**Potentially Hazardous Foods (PHF).** Any food that promotes the rapid growth of bacteria which may be characterized as high protein and acid foods with water activity above 0.86 (H2).

**Preventive Medical Activity.** The local medical authority responsible for inspecting sanitary conditions of dining facilities and safe food handling protection.

**Prime Vendor.** A Department of Defense Contractor who has the responsibility to supply and furnish subsistence to the dining facility.

**Progressive Food Preparation (Batch Cookery).** The continuous preparation of food items at selective time intervals during the entire meal period as the food is consumed. The objective is to match the flow of diners through the serving lines so that freshly prepared, quality food is always provided. Progressive cooking reduces the need to hold foods for long periods of time that result in loss of flavor, color, texture, and nutritive value. Exceptions to progressive cooking are; baked or prepared desserts, soups, gravies, meat sauces, and other sauce-type items that do not deteriorate in flavor when held throughout the serving period.

**Quality Assurance (QA).** Those actions taken by the Government to assure services provided meet the requirements of the Performance Work Statement (PWS).

**Quality Assurance Evaluator (QAE).** A Government person(s) responsible for surveillance of Contractor's performance. For purpose of this contract, the QAE is the FSO/COR.

**Quality Assurance Surveillance Plan (QASP).** An organized, written document used for quality assurance surveillance. The document contains specific methods for performing surveillance of the Contractor.

**Quality Control (QC).** Those actions taken by a Contractor to control the performance of services to ensure that contract quality standards are met.

**Random Sampling.** A sampling (inspection) method used to evaluate contract tasks and services performed daily. It is the primary method for measuring contract performance. Each service output in a lot has an equal chance of being selected for inspection. The results of random inspections are evaluated against the number of allowable defects to determine the overall quality of the lot (service).

**Ration.** The allowance of food for the subsistence of one person for one day.

**Regular Menu.** A menu offered at the breakfast, lunch and dinner meal which provides the diner, as a minimum, with a choice of two meats/entrees, two vegetables, two starches, assorted desserts, beverages, bread/rolls, and appropriate condiments.

**Safe Temperatures.** The internal product temperature of potentially hazardous food (PHF) shall be 41 degrees F (7 degrees) or below, 140 degrees F (60 degrees C) or above.

**Sample.** A sample (inspection) consists of one or more service outputs drawn at random from a lot. The number of outputs in the sample is the sample size.

**Sanitizing.** The process of reducing the number of microorganisms on a surface to safe levels.

**Sanitizing solution.** For use on fixed equipment, 100 parts per million chlorine solution, or other solution approved by the medical authority.

**Semi-perishable Subsistence.** Food item that do not spoil or deteriorate rapidly, such as canned, dried, dehydrated, and other items that may under normal conditions be transported and stored un-refrigerated.

**Serving Line.** This term refers to the location and equipment used in dining facilities to serve food cafeteria style. It includes equipment such as hot food counters, salad bars, roll warmers, beverage dispensers and ice cream freezers.

**Special Meals.** Meals offered outside of the normal cyclic menu that support special occasions (e.g. Thanksgiving, Christmas, and the Navy's Birthday) to include special theme meals to honor ethnic and American heritage events.

**Speed Line.** A fast food serving line offered at the lunch and dinner meal which provides the diner, as a minimum, with a choice of prepared to order cold or grilled sandwiches, hamburgers, cheeseburgers, and hot dogs, in addition to other items (e.g. french fries, baked beans, potato chips, and appropriate condiments).

**Standard Meal Rate.** The rate charged to reimburse the Government for subsistence and a portion of operating expenses at Navy appropriated funded dining facilities.

**Subsistence.** Food items required for feeding authorized personnel. This term includes all foods, nonalcoholic beverages, condiments, accessory foods and ice.

**Subsistence-in-Kind (SIK).** Meals furnished to enlisted personnel at Government expense, rather than money in lieu thereof.

**Subsistence Storeroom Manager.** An individual who is responsible to the FSO/COR for Government subsistence and who is responsible for supervising the storeroom functions.



**Tableware.** Condiment containers, dispensers and napkin holders.

**Temperature Danger Zone (TDZ).** Unsafe temperatures for food between 41degrees F and 140 degrees F.

**Trash.** Any non-salvageable waste material other than garbage, rocks or dirt. This includes but is not limited to metal, paper, glass, cardboard, crockery, floor sweepings, cartons and similar materials.

**Supplies.** Expendable items, including but not limited to paper products, cleaning and janitorial materials, kitchen utensils, and tableware.

**Vet services.** Government personnel that is responsible for inspecting all food to determine fitness of safety for human consumption.

**5.0 Government Equipment Furnished (GEF):** The Contractor and FSO/COR shall perform a joint Government Equipment Furnished (GEF) inspection within seven ( 7) working days of contract award and within seven (7) working days of each exercised option period. Any GEF malfunctions or discrepancies shall be repaired or corrected as directed by the FSO/COR. The Government will provide without cost, the facilities, fixtures, equipment, supplies and services listed below, referred to as GEF.

**5.1 Facilities:** The Government will provide spaces (i.e., facilities) and furnishings identified in TE 3 for the Contractor's use as office, supply, and equipment storage spaces, including housekeeping closets. No alterations shall be made to these facilities without the written permission of the FSO/COR or designated Government representative. Each request shall be submitted to the FSO/COR or designated representative, in writing, for approval. Any such modifications or alterations shall be made at the expense of the Contractor. Upon completion or termination of the contract, the Contractor shall return all Government furnished facilities and furnishings in the same condition and quality as received, fair wear and tear excepted. These facilities shall only be used in the performance of this contract only.

**5.1.2 Equipment:** The Government will furnish the equipment listed in TE 3. The Government may replace equipment when it is no longer usable for its intended purpose due to fair wear and tear and the Government may add equipment not presently included in TE 3. The Contractor shall clean all the equipment contained in spaces shown in TE 4.

**5.1.3 Equipment Inventory:** At the commencement of the contract, the Contractor and the Government representative will conduct a joint inventory for all GEF and the Contractor shall acknowledge receipt for all such equipment. The Contractor and the designated Government representative will jointly determine and record the working order and condition code of all GEF. If the Contractor does not participate in the inventory, the Contractor shall accept as accurate the listing and stated condition of equipment provided by the Government. At the completion or extension of the contract, a joint inventory shall again be conducted by the Contractor and a designated Government representative.

**5.1.4 Equipment Loss or Damage:** The Contractor shall be responsible for safeguarding all GEF provided for Contractor use. In instances where Government furnished material, equipment or property is damaged, lost or pilfered while the property is in the care, custody or possession of the Contractor, shall be replaced by the Contractor with identical equipment or FSO/COR approved substitutions.

**5.1.5 Menu Boards:** The Contractor shall post and maintain all Government provided computerized menu boards. In the event of breakdown of electronic menu boards, the Contractor shall post alternate menu boards to post menu listings until electronic boards are repaired. Menu changes shall be posted within 10 minutes of notification.

**5.1.6 Mess Gear:** The Contractor shall conduct weekly inventories of mess gear. The Government will replace materials (china, glassware, cutlery, utensils, etc.) that are lost due to fair wear and tear up to 10% of the inventory. The Contractor shall replace, with like items, any loss over 10% of the inventory. Any additional stock that is needed above the initial inventory shall be at the Government's expense.

**5.1.7 Government furnished utilities:** The Government will furnish existing utility services for Contractor use in the Government furnished facilities to include water, sewer, electric, and gas services.

**5.1.8 Telephone Service:** Local telephone service shall be provided by the Government. Use of Commercial long distance and Defense Switch Network (DSN) access by the Contractor is limited to those calls required to perform the services identified herein. Telephone services shall be used for official use only.

**5.1.9 Network Access:** The Government will provide Internet access to include e-mail through the Government provided Local Area Net (LAN) for all workstations required for accomplishment of work in support of this PWS. The Contractor shall ensure that all account usage complies with the Government's usage restrictions and that accounts are used solely for the work required in the PWS herein. The Government reserves the right to limit or restrict the network access services at any time.

**5.2 Building Maintenance and Repairs:** The Government will be responsible for performing maintenance of Government owned fixtures, facilities and equipment. However, the Contractor shall be liable for the cost of maintenance/repairs in case of damage caused by the Contractor as a result of neglect or misuse.

**5.3 Drains:** The Government will be responsible for maintenance and clearing clogs due to normal use. The Contractor shall be responsible for clearing clogs attributed to misuse of drains (i.e. pouring excessive grease into drains).

**5.4 Refuse Collection:** Government independent Contractors shall provide dumpsters and ensure that dumpsters are emptied on a regular basis or more often, as required.

**5.5 Recyclable Materials Collection:** The Contractor shall place recyclable materials in recyclable containers provided by Base Recycling personnel.

**5.6 Insect and Rodent Control:** The Government will provide insect and rodent control for all Government furnished facilities. The Contractor shall notify the FSO/COR when an insect or rodent problem is detected.

**5.7 Grounds Maintenance:** The Contractor shall keep the grounds within 20 feet around facilities free of debris, such as cigarette butts, leaves and trash. The Contractor is responsible for trash cans adjacent to buildings. The Contractor is also responsible for the policing and cleaning of the back dock and adjacent parking lot, dumpster area, area around and under grease containers. Additional maintenance may be required in support of distinguished guest visits. The Government is responsible for lawn maintenance which includes grass, flowers, shrubs, and plants.

**5.8 Security and Fire Protection:** The Government will provide security police and fire protection to the extent necessary to ensure a secure and safe installation. The Contractor shall adhere to the security and fire directives in accordance with base operating procedures.

**5.9** Title to all GEF used by the Contractor shall remain with the Government. Contractor delays caused by GEF are subject to FAR clause 52.212-4(c).

**5.10** The Contractor shall exercise due care in the use of all GEF. All repairs to GEF not specifically assigned to the Contractor for use shall be made by the Government at the Government's expense. All repairs/replacement parts to GEF found to be caused by Contractor negligence, misuse, lack of training or poor supervision shall be made by the Contractor at Contractor's expense by an approved repair facility as directed by the FSO/COR.

**5.10.1** The Contractor shall conduct quarterly inspections/inventory of GEF except for dinnerware and eating utensils which shall be inventoried weekly. Results of inventories conducted shall be submitted to the FSO/COR within two working days upon completion. Missing items shall be annotated, and a replacement shall be made for lost items or breakage in excess of ten percent (10%) per month based on the quantity of GEF issued at the beginning of each monthly cycle.

**5.11** Although the Government will provide calculators, computers (FSM/STORES/Enabler operators), copiers,

facsimile equipment, and writing instruments for the day-to-day execution of Galley administration and warehousing operations, the Contractor shall provide all office equipment necessary for the Contractor's internal business operations in the execution of this contract to include (but not limited to) copiers, facsimile equipment, computers, calculators, paper, writing instruments, safes, files, etc.

**5.12** Any minor equipment the Contractor wishes to use shall comply with the Tri-Service P-5010, Government occupational safety and health standards, and fire prevention and electrical safety standards.

**5.13** The Contractor shall be responsible for replacing all inside light bulbs in each facility. All lights located over 15 feet high will be replaced by the Government.

**5.14 Use/Waste:** If excessive use is experienced and/or waste of food materials is present and, in the opinion of the FSO/COR, is the result of acts of omission or commission by Contractor personnel, the Contracting Officer shall be notified. The Contracting Officer shall notify the Contractor in writing of such conditions. The Contractor shall be allowed three days to show cause why such waste was not due to the fault and negligence of his/her personnel or to present evidence that the circumstances which caused the excessive use or waste have been corrected and shall not recur. The proper ways of doing batch cooking and progressive cooking according to the Armed Forces Recipe Card and the NAVSUP 1090 shall be strictly adhered to. In the event the Contracting Officer determines that the waste or use was excessive and due to the fault of the Contractor, a deduction for such waste or excessive use shall be taken from the payment of the next invoice submitted by the Contractor. For the purpose of this section, "Waste" is defined as including illegal disposition of food materials and not complying with portion size directives in "over-serving".

**5.15 Care:** The Contractor shall use due care in the use of all Government owned fixtures, facilities and equipment to prevent undue wear and breakage. The Contractor shall be responsible for the proper conservation and use of all food, subsistence and materials issued by the Government and, except for normal spoilage and waste for this type of operation, shall be liable for any loss thereof except as such food, subsistence and materials are consumed in the performance of this contract.

**6.0 Contractor Furnished Items and Service:** Except for those items or services specifically stated as GEF (section 5.0), the Contractor shall furnish everything required to perform the work described herein. The Medical Officer or Safety Officer may reject Contractor use of any cleaning supplies/materials that may be harmful to patrons or damaging to facility or equipment, or prohibited under the U.S. Navy HAZMAT regulations. The Contractor shall provide all cleaning supplies and materials listed in TE 5 Contractor Furnished Material/Consumables (CFM). Items include but are not limited to: brooms, mops, oven cleaner, mop buckets, earplugs, all detergents (incl. Dishwashing detergent), descalers, cleansers, sweeping compounds, trash liners, napkins, paper towels, disposable wipes, meal to go/bag meal packing materials, plastic ware, disposable cups/plates, pocket/equipment portable thermometers, plastic wrap, foil, wax paper, pallet shrink wrap, disposable picnic serving foil pans/utensils, cash register tape, cake decorating supplies, artificial garnishment for serving lines (when fresh is not used), vinyl table coverings, restroom supplies, etc. Refer to TE 5 for a recommended list of Contractor furnished consumables and material. This list of supplies is provided as a guide and is not limited to items listed in TE 5.

The Contractor shall be in compliance with the installation HAZMAT and Safety instructions and notices.

**6.1 Equipment:** Commercial type floor cleaning, waxing and buffing equipment.

## **6.2 Supplies**

a. Commercial grade detergents and rinse additives for dish/pot and pan washing, formulated to water hardness of the applicable area.

b. Special type clothing: jackets, gloves, shoes, rubber aprons, etc. Cleaning supplies/materials for Contractor use for all Contractor responsible tasks, including but not limited to brooms, mops, oven cleaners, mop buckets, scrub brushes, brushes, detergents for pots and pans, de-scaling compounds, bleach, window cleaners,

cleaning cloths, floor cleaners, sweeping compounds, hand soaps, trash liners, etc.

c. Cleaning material that becomes dingy or discolored by stains shall not be used to wipe dining room tables, serving lines, food or beverage dispensers or any other equipment used in the serving of meals.

d. All supplies including paper towels, soap, toilet paper, air-fresheners, disinfectants, etc., including dispensers as required for use in lavatories.

e. Artificial garnish for serving lines and salad bars.

**6.3 Other Items:** The Contractor shall also furnish:

**6.3.1** The Contractor shall provide employee uniforms and special type clothing. All uniforms and special type clothing (i.e. jackets, gloves, safety shoes, rubber aprons, etc.) required to perform the work herein shall be provided by the Contractor.

**6.3.2** The Contractor shall provide and pay for any outside commercial telephone service used by Contractor personnel.

**6.3.3** The Government will provide decorations for special occasions and holidays throughout the year. Special occasions include, but are not limited to: Halloween, Thanksgiving, Christmas, Easter, and other special occasions identified by the Installation Commander. Contractor shall provide decorations for all other occasions.

**6.3.4** The Contractor shall provide all vehicles associated with deposits collected for meals sold for cash.

**6.3.5 Specifications:** All Contractor supplies and minor equipment shall comply with Tri-Service P-5010, Manual of Navy Preventative Medicine and Government occupational safety and health standards. All cleaning solutions and supplies shall be USDA approved and biodegradable and the Contractor shall supply all Material Safety Data Sheets (MSDS) for all Contractor supplied compounds used.

## **7.0 General Requirements**

**7.1** Product literature for all supplies and minor equipment shall be submitted upon request to the FSO/COR for review. Samples may also be required and shall be provided at no additional cost to the Government.

**7.2** Steel wool, abrasive metal cleaners, or any other cleaning supplies or equipment which could cause damage to Government property shall not be used. Sponges and steel wool shall not be used in the dining facility.

**7.3** The Contractor's equipment shall be compatible with existing sources of Government furnished electrical power. The Contractor's equipment shall comply with all Government safety standards. Rotary floor polishing, buffing and scrubbing machines shall be equipped with brush or pad drive assemblies made of nonporous materials.

**7.4** All wheeled and movable equipment shall be equipped with protective, non-marking wheels and rubber bumpers or guards around the entire perimeter. No part of the equipment, except handles shall protrude beyond the rubber bumpers.

**7.5** All electrically operated equipment shall be third-wire grounded and be equipped with an appropriate length UL approved (3) conductor cord.

**7.6 Specifications:** Contractor furnished housekeeping supplies shall meet or exceed the following specifications: Shall be free of saponifiable matter. Chemical treatment residue in mop heads shall not exceed 28 percent by weight and shall contain no carbon residue.

**7.6.1** Disinfectants and detergents shall be currently registered with the Environmental Protection Agency (EPA) as a fungicidal and viricidal at the manufacturer's recommended use dilution, even in hard water of 400 parts per

million (PPM). The detergent shall be a quaternary ammonia compound, in iodophor, o-benzyl-p-chloro-phenol, and p-tertiary amylphenol. The Contractor's use dilution shall be that recommended by the Association of Official Analytical Chemists (AOAC) use dilution confirmation tests. The Contractor's disinfectant use shall be compatible in use with the local area water, PH of the soil, and the specific types of micro-organisms which may be prevalent in the local area.

**7.6.2** Dusting and sweeping cloths shall be made of tubular cotton with 18 percent to 22 percent non-oil saturation by weight, and the cleaning compound shall be registered with the EPA.

**7.6.3** Bowl cleaner, liquid-type, triple action bowl cleaner shall clean, deodorize, disinfect, and shall not be noxious or cause irritating fumes in use, as determined by the Food and Drug Administration, and be suitable for use in toilet bowls and urinals only. Bowl cleaner shall be fully inhibited to protect pipes and metals against corrosion. Products requiring a "Poison" label, as defined in CFT Title 49, shall not be permitted.

## **8.0 Vacuum Cleaners**

**8.1** All vacuum equipment shall have a hospital use micro-static impaction type filtration system which filters out dust and bacteria particles larger than 0.3 microns.

**8.1.1** Dry vacuum cleaners shall be commercial type 2/3 cubic foot capacity or 1/2 bushel, with a micro-static impaction type exhaust air filter.

**8.1.2** The angle of exhaust system shall be at least 15 degrees above the horizontal.

**8.1.3** Floor polishers shall have a non-porous scrubbing surface to inhibit bacterial growth.

**9.0 Internal Security of Contractor Supplies and Contractor Employees Property:** The Contractor shall be responsible for taking all reasonable actions necessary to protect the Contractor supplies, materials, and equipment and the personal property of the Contractor employees from loss, damage or theft. The Government will not be liable for the loss, damage or theft of Contractor supplies or his employees' property when such loss, damage or theft is caused by Contractor failure to provide adequate internal security.

## **10.0 Cleaning (Specific Tasks)**

### **10.1 Cleaning/Housekeeping**

**10.1.1 General:** The Contractor shall furnish housekeeping services in food service facilities at the frequencies stated herein for areas described in TE 4. The description of specific tasks and quality standards listed in TE 6A through 6D for cleaning and housekeeping are intended to produce a "minimal acceptable" level of performance. The Contractor shall furnish all supplies and equipment necessary to perform cleaning services. All cleaning equipment and supplies shall be properly stored immediately after each use. Weather, traffic or other conditions may demand additional cleaning by the Contractor to ensure that facilities and equipment are clean, neat, and sanitary.

**10.1.2 Planning and Scheduling:** Prior to the contract start date, and as changes occur, the Contractor shall submit to the FSO/COR a plan of the methods and equipment proposed for cleaning and housekeeping. The Contractor shall follow the schedule listing the days and time of day each requirement shall be performed in the facility. The schedule should recognize that only essential cleaning should be accomplished while meals are being prepared and in dining areas while patrons are present.

### **10.2 Cleaning Program for Each Space**

**10.2.1 General:** The Contractor shall clean the dining room and its equipment shall be cleaned three times per day, after meals, seven days a week (or any day the facility is in operation) as follows:

**10.2.2 During each meal:**

a. Police the dining room to immediately clean away accidental spilling or dumping of food and trash on table tops, floors or elsewhere in the dining room. Clean table tops using the two pan method (one pan for soapy water and one pan for clean water) after table is vacated by patrons.

b. Within 5 minutes upon patrons completion of meal, clean tables and restore to a condition inviting to new patrons. Return all condiments to their respective holders, and wipe down tables and chairs as necessary to remove all food particles and debris.

c. Police milk, beverage dispensers, salad bar and serving line continuously to maintain a neat, attractive and sanitary condition.

#### **10.2.3 Cleaning shall be completed prior to commencing of the subsequent meal; after each meal.**

a. Wash table tops with clean hot water and detergent, rinse and wipe dry using two-pan method. Where tablecloths are used, replace as necessary.

b. Damp wipe chairs and reposition around table after cleaning floor (deck). Dining tables shall have the tops and sides cleaned and sanitized after each meal. The base and legs shall be cleaned weekly or more often if needed. Dining chairs and booths shall be wiped to remove all foreign objects, smudges, food particles and liquids from the seat and back after each use by a patron. Clean the entire chair or bench weekly. Table tops and all crevices shall be washed with clean detergent water, rinsed, and wiped dry after each meal.

c. Clean salad bar area.

d. Drip automatic coffee makers shall be turned off, and all pots shall be emptied of leftover coffee using hot water and baking soda (soap shall not be used to clean the interior of coffee pots). All surfaces shall be wiped down with a clean, damp cloth to remove all dust, finger marks, and smears.

e. Sweep, damp-mop and dry decks.

f. Clean salt and pepper shakers, ash trays, napkin holders, sugar dispensers and condiment containers.

g. Thoroughly wash milk dispensers, clean pinch valve assembly, and wipe exterior and interior clean and dry. All surfaces shall be wiped down with clean, damp cloth to remove all dust, finger marks, and smears.

h. Remove milk from dispensers immediately upon completion of each meal, and store in walk-in refrigerators between meals.

i. Wipe down and clean condiment holders. Partially filled condiment containers shall be consolidated into one. Refill condiment containers as necessary.

#### **10.2.4 Cleaning shall be completed prior to commencement of subsequent meal; daily after the noon meal.**

a. Sweep, mop, and move tables as required.

b. Coffee machines shall be disassembled and cleaned with hot water, rinsed, wiped dry, and reassembled.

c. Beverage counters shall be thoroughly cleaned. Beverage dispensers shall be cleaned, nozzles removed and cleaned by running warm water.

d. Ice cream cabinets shall be washed down daily and cleaned thoroughly inside and out.

#### **10.2.5 Weekly**

a. Empty all sugar dispensers, salt and pepper shakers; wash in dishwashing machine; allow to dry; refill and replace on tables.

#### **10.2.6 Monthly**

- a. Clean and wash window sills and columns.
- b. Wash the base of all booths, legs and bottoms of chairs and mess tables; reposition in same location.
- c. Dust picture frames and artificial plants.
- d. Clean door jams top and bottom.

#### **10.2.7 As Required**

- a. Fill salt and pepper shakers.
- b. Replace empty condiment containers.
- c. Fill napkin holders.
- d. Fill sugar dispensers.
- e. Defrost milk dispensers when ice deposits have accumulated 1/4" thick on cabinet interior.

### **10.3 Dishwashing Room**

#### **10.3.1 Dishwasher Operations during the meal**

a. The dishwashing room shall be continuously operational during all meal periods in order to facilitate replenishment of dishes and utensils.

b. A minimum of two (2) operators shall operate the dishwashing machines. The person loading soiled dishes into the machine shall not unload the clean dishes from the machine. For safety and sanitation reasons these personnel shall have no other functions in the dishwashing room.

c. As soiled gear arrives at dishwashing room, it is to be scraped and sorted. Scraping may be done with the hand or rubber scraper, but shall not be performed with a brush.

d. Pre-wash dishes, trays, and bowls in 110-120 degrees F water, unless pre-wash dishwashing machines are used.

e. Place dishes, etc., into proper racks and slide into dishwashing machine. Wash-section water shall be 140 degrees F to 160 degrees F and the rinse section not less than 180 degrees F.

f. Glasses shall be pre-washed in a detergent solution 110 degrees F to 120 degrees F and run through the washing machines as described in the preceding paragraph.

g. Silverware shall be sorted and placed in a detergent solution to loosen food particles prior to the washing operation. If required, silverware (particularly forks) should be brushed by hand to loosen food particles. The silverware shall then be placed into sterile containers with the handles down and loaded into silver washing racks for passage through the dishwashing machine and invert into clean, empty container over clean gear and transferred to

final position with HANDLES UP. CONTRACTOR EMPLOYEES SHALL WEAR SANITARY VINYL GLOVES WHEN HANDLING SILVERWARE AFTER WASHING.

h. Clean gear shall be inspected. Chipped, cracked or broken items shall be removed from service. All cracked or broken items shall be noted on the weekly inventory sheet.

i. Upon the completion of the washing cycle, dishes and flatware shall be inspected to insure that they are clean. All dirty items discovered during the inspection shall be passed through the washing cycle repeatedly until they are clean.

j. The Contractor shall notify the FSO/COR in the event of a dishwashing machine malfunction, or if the water temperature falls below the prescribed temperature level.

k. Scullery areas have been declared hazardous noise areas, therefore, hearing protection devices shall be used by all personnel working in the scullery while dishwashing equipment is in operation.

### **10.3.2 Cleaning after Each Meal**

a. Turn off head on wash and/or rinse tanks.

b. Drain water from tanks and pumps.

c. Remove soil screens from door type machines.

d. Remove wash arm and/or end caps where arms are not removable and clean with a brush. Air dry wash arm and curtains on dish table.

e. Check and clean final rinse sprays.

f. Remove and clean scrap trays.

g. Close tank drain, scrub entire interior of machine, then flush. Partially refill tanks and flush out pump lines by running machine at least one minute. Drain tanks.

h. Remove and clean suction and overflow strainers.

i. Check filler opening, final rinse and pump-packing glands for leakage.

j. Clean hoods over dishwasher with a solution of hot water and detergent, then rinse with hot water.

k. Scrub dish tables with detergent and rinse clean with fresh hot water.

l. Clean decks with hot soapy water, rinse, allow to dry.

### **10.3.3 Daily**

a. Clean interiors and exteriors of dish dispensers, tray racks and carts.

b. Clean interior and exterior of dollies.

c. After each meal, clean decks and mop dry.

### **10.3.4 Weekly**



- a. Dishwashing machines shall be thoroughly cleaned at least once each week as follows:
  - b. Charge tanks with water de-scaling cleaner per manufacturer's instructions to remove lime deposit caused by hot water.
  - c. Run machine for five minutes.
  - d. Turn off motor switch, water and steam valves.
  - e. Remove all curtains and wash and rinse tubes.
  - f. Hose out interior of the machine working from the ends toward the center and through the center door.
  - g. Scrub out interior with a brush, making certain to scrub under the metal covers of overflow in all tanks. Remove scrap trays.
  - h. Scrub tanks; open drain valves and scrub with a hand brush in the sink and rinse under hot running water.
  - i. Hose out the tanks.
  - j. Scrub all items removed from the machine with a hand brush in the sink and rinse under hot running water.
  - k. Replace all parts and wipe down exterior of the machine and vent.
  - l. Clean walls and baseboards with hot water and detergent, and rinse with hot water.

#### **10.4 Serving Area and Lines**

**10.4.1** After each meal (cleaning shall be completed prior to subsequent meal) after all food has been removed from the hot food table, salad bar and related equipment:

- a. Hot food tables shall be drained and thoroughly cleaned inside and outside with a solution of hot water and detergent, and rinsed with hot water. All mineral deposits shall be removed from bottom of the tables.
- b. The entire serving line, top surfaces and covers, sides, front, tray slides and sneeze guards shall be cleaned, dried and polished. Grills on serving line shall be cleaned after each meal.
- c. Toasters and microwaves shall be thoroughly cleaned after each meal during which they were used.
- d. All shelving under the serving lines, beverage lines, and salad bars shall be thoroughly cleaned.
- e. Milk dispensers shall be emptied, thoroughly cleaned and polished.
- f. All stainless steel shall be polished as necessary.
- g. All Gaylord hoods, ventilation blowers, and accessible ducts shall be cleaned after the grills are used, and at least weekly when grills are not in use.
- h. Floors shall be swept and damp-mopped. If scrubbing is necessary to remove heavy soil, it shall be completed in conjunction with mopping.
- i. Food carts shall be thoroughly washed, rinsed, and dried.
- j. Dessert/pastry bars, portable salad bar/hot bar shall be thoroughly washed, rinsed, and dried.

k. Ice cream machines shall be disassembled, cleaned, sanitized, air dried, and re-assembled daily after the dinner meal.

l. All appliances shall be wiped clean at least once daily even when not used.

#### **10.4.2 Trash Rooms, Garbage Areas, and Loading Areas**

a. Full garbage and trash cans shall be removed by the Contractor from all areas in the food service building and transported to the trash and garbage areas.

b. Trash/garbage shall be sorted and maintained in separate covered containers as follows: wet garbage (plate waste); cans; bottles; bones and fat. Paper, cartons and boxes shall be flattened and discarded in the recycling bins.

c. Garbage containers and covers shall be thoroughly cleaned by scrubbing with hot soapy water and rinsed with hot water or steam before returning to point of use.

d. Trash bags shall be used in all garbage and trash cans.

e. The trash and garbage areas shall be maintained in a sanitary, orderly condition at all times and the floors shall be scrubbed, rinsed with clean water and mopped once per week.

f. Special cleaning tasks may be required approximately five (5) times per year to prepare for distinguished visitors or inspections.

#### **10.4.3 Areas around Building:**

a. Except for trash pickup around patios/ buildings, grounds maintenance will be provided by the Government.

b. The Contractor shall police areas around building and dumpster daily or as required.

#### **10.4.4 Pan and Utensil Washing Rooms**

a. All roasting pans, baking pans steam table inserts and cooking utensils used in preparation and service of food shall be thoroughly cleaned and sanitized after each use.

b. Pans and utensils shall be returned to point of use or storage if not normally stored in the pan washing room.

c. Pan and utensil washing shall normally be accomplished as rapidly as possible after presentation of the soiled items for cleaning.

d. Pan washing room or area shall be left clean after each use with floor swept, scrubbed, rinsed with clean water, mopped and dried.

e. Deep sink washing procedures shall be in accordance with the Navy Food Service Operation Handbook and Tri-Service P-5010.

f. Personal protective equipment (PPE) shall be worn at all times.

#### **10.4.5 Vegetable Preparation Room**

a. Floors are to be swept, scrubbed, rinsed with clean water, and mopped and dried each day after the noon meal.

b. Floors shall be dry mopped after other meals.

c. The Contractor shall police these areas at regular intervals during the day to correct any hazardous conditions resulting from spillage of food and to remove empty boxes, cases, cans, etc., as they accumulate.

d. Walls and baseboard shall be cleaned as required but at least once a week.

#### **10.4.6 Daily**

a. All work tables shall be cleaned, including legs and under shelves.

b. All pan racks shall be washed and dried.

c. All other equipment shall be disassembled if applicable and thoroughly cleaned after use.

#### **10.5 Lavatories**

a. The Contractor shall keep all lavatories supplied with paper towels, toilet tissue, seat covers, and hand soap.

b. Waste containers shall be emptied daily and washed as often as necessary to maintain them in a clean condition.

c. Police patron lavatories during meal hours, remove all trash, garbage, and debris, and cleaning all spills.

##### **10.5.1 Daily**

a. Toilets, urinals, and sinks shall be washed inside and outside with a neutral soap solution. All seats shall be washed on both sides with a neutral soap solution and when dry shall be free of streaks. A brush shall be used to reach into the trap. No rust or scale deposits shall be left under the rim.

b. Hardware fittings shall be washed with a neutral soap solution and wiped dry so that no streaks remain.

c. Toilet room floors shall be mopped daily, and disinfectant shall be used in the scrub water. Care shall be taken not to use excessive water. All water shall be removed and not allowed to evaporate on the floor. Particular care shall be used around the floor adjacent to urinals and toilets to prevent odors. All corners shall be kept clean even if hand scrubbing is necessary.

d. Dusting shall be accomplished to keep all surfaces free of dust.

#### **10.6 Walls, Ceilings, Partitions, Wood and Bright Work**

a. All walls, ceilings, woodwork, doors and partitions shall be kept clean of smudges, marks, dust or other dirt streaks. Care shall be exercised by cleaning personnel so as not to damage the paint in the removing of these spots.

b. All metal surfaces which are of a nature that they should be polished shall be kept clean and shining and free of tarnish and corrosion. Metals shall be polished as often as deemed necessary by the FSO/COR to maintain a clean and bright state.

#### **10.7 Equipment**

a. Contractor shall inspect all food preparation, food service, dishwashing and dining areas daily and storage areas daily.

b. Cleaned and sanitized equipment and utensils shall be handled in a way that protects them from contamination. Spoons, knives, and forks shall be touched only by their handles. Cups, glasses, bowls, plates, and similar items shall be handled without contacting inside surfaces or the surfaces that contact the user's mouth.

c. All mixers (horizontal or vertical) shall be thoroughly cleaned after each use, including all crevices or hidden areas where food material may accumulate.

d. Glasses, cups, and dinnerware shall be stored inverted.

e. All dinnerware shall be scrupulously cleaned, sanitized, air dried, and cooled prior to service. All broken, cracked and damaged dinnerware shall be removed from service and discarded.

f. Pans and utensils shall be returned to point of use or storage. Cutting tools shall be properly stored and maintained in sharp condition.

g. Flatware shall be cleaned in accordance with the Navy Food Service Operation Handbook.

h. Disposable cloths shall be used to clean and wipe food contact surfaces, table tops, or counter tops. Cloths shall be clean and odor free and shall be rinsed frequently in the approved sanitizing solution and used for no other purpose.

**10.8 Other Cleaning and Housekeeping Tasks:** The Contractor shall:

**10.8.1 Light Bulbs:** Replace all burned out interior light bulbs and fluorescent tubes (material provided by the Government) in the immediate assigned facilities by the end of the next work day of discovery.

**10.8.2 Windows:** The Contractor shall thoroughly clean all interior windows monthly. The Contractor shall dust and clean all exterior windows quarterly.

**10.8.3 Doors:** The Contractor shall clean all doors (both sides including exterior for those with access outdoors) weekly. Any smudges, marks, or streaks shall be cleaned immediately to maintain a clean appearance.

**10.8.4 Furniture Rearranging:** The Contractor shall move dining room tables and chairs for meetings and group meals, and return furniture to same position after the function is over. Occasional rearrangement of furniture, partitions and decorations shall be accomplished by the Contractor to improve decor, facilitate carpet wear/cleaning or for other reasons established by the Government.

**10.8.5 Plants:** Damp wipe artificial plants monthly to remove dust, dirt, lint and cobwebs.

**10.8.6 Blinds:** Dust Venetian blinds monthly.

**11.0 Full Food Service (Specific Tasks)**

**11.1 Subsistence:** The Contractor shall order and receive all subsistence items through a food distribution Contractor (prime vendor) and local vendors (e.g. bread, milk, fruits & vegetables) that shall make scheduled deliveries to the dining facility. Receiving personnel shall visually inspect one hundred percent of all items received and reject all items that appear damaged or not delivered at the proper temperature as specified in the Tri-Service P-5010, paragraph 3.1.3. Any shortage of receipts will be annotated on the invoice. First In First Out (FIFO) procedures shall be used for storage of items. Prior to start of performance, the Government will furnish a delivery schedule for each dining facility. Subsistence is GEF and shall be accounted for until consumed.

**11.1.1 Physical Inventory:** The Contractor shall be responsible for completing physical inventories of subsistence items, including written explanation and corrective action for inventory discrepancies. Full physical inventories shall be conducted at least every 90 days, and upon relief of the FSO/COR, when there is evidence of unauthorized entry into storerooms, or at any time as directed by the FSO/COR. Additionally, the Contractor shall accomplish a minimum spot inventory of 10% of the subsistence line items maintained in the bulk storeroom and shall be inventoried at least twice per month (for a minimum of 20% monthly) in accordance with NAVSUP P-486, Food

Service Management, Chapter 7. The FSO/COR may designate Government personnel to conduct separate unannounced spot inventories. A wall to wall inventory shall be conducted at least quarterly.

**11.1.2 Breakout/Perpetual Inventories:** The bulk storeroom custodian shall facilitate perpetual breakout inventoried on all daily breakouts IAW NAVSUP P-486, Chap 7. This procedure is used when the bulk storeroom custodian inventories the remaining subsistence items after each breakout or issue is made. The bulk storeroom custodian shall indicate the balance on hand on each Food Item Request/Issue Document (NAVSUP Form 1282) after making each breakout or issue. The records keeper shall compare this balance after decreasing the breakout or issue on the Subsistence Ledger (NAVSUP Form 335). Differences shall be examined and appropriate entries made. Breakouts shall be based on forecasts of rations to be fed.

**11.1.3 Menu:** A twenty-one (21) day cycle menu will be provided by Commander Navy Region Southeast (CNRSE). The Project Manager or his/her designated representative shall attend the Menu Planning Board meeting and participate in the proceedings. Minutes of the meeting and a summary of all proposals shall be forwarded to the FSO/COR for review and final approval. The Contractor shall not make any menu changes without the prior approval of the CNRSE Galley Program Manager.

**11.1.4** Specialty meals for ethnic groups, holidays and theme menu items may be added to the menu on occasion. Specialty meals shall be implemented by the Contractor at no additional cost to the Government.

**11.1.5 Menu Posting:** The Contractor shall post daily menus prior to the breakfast meal on designated menu boards. Any changes or substitutions to menu shall be posted to the menu boards in order to keep patrons informed.

**11.1.6** The Contractor shall follow the approved cycle menu when preparing meals. All cooks shall accurately complete NAVSUP forms 1090 and 1282 in accordance with the NAVSUP P-486. No menu changes shall be made without the prior approval of the FSO/COR or Galley Chief, except for equivalent substitutions caused by subsistence shortages or other circumstances beyond the control of the Contractor.

## **11.2 Preparation and Serving of Food**

**11.2.1 Standard Recipes:** The Contractor shall use the standard recipes of the Armed Forces Recipe Service (AFRS). If the Contractor desires to use a new or different commercially acceptable recipe, the recipe shall be submitted to the FSO/COR for approval. Upon approval, the recipe shall be added to the recipe file.

**11.2.2** The menu drafter's copy of "index of recipes" shall be annotated by the Project Manager or designated representative to denote unacceptable items, based upon previous local use of the recipes and acceptable records.

**11.2.3** Spices and seasoning should be used in accordance with AFRS guidelines; over-seasoning shall be avoided.

**11.2.4** The Contractor shall maintain an acceptability log and base prediction on acceptability factors drawn from the log.

**11.2.5 Food Preparation:** The Contractor shall progressively prepare food items to ensure freshness and optimum flavor, color and texture. All foods shall be prepared as close to serving time as possible.

**11.2.6** Food items shall be ready for serving as described in the recipe no more than 5-10 minutes prior to placement on the line. Food on the line shall be well illuminated and arranged and garnished to enhance eye appeal.

**11.2.7** Short order breakfast items shall be cooked to order.

**11.2.8** Short order items such as hamburgers, hot dogs and french fries shall be prepared in advance only to the extent necessary to ensure the required patron flow through the serving line.

**11.2.9** Food shall be prepared on surfaces that have been cleaned, rinsed and sanitized to prevent cross contamination. Fixed surfaces shall be sanitized using a disposable cloth which has been rinsed in a sanitizing

solution.

**11.2.10** Cooking surfaces shall be shielded to protect patrons from hazards. The "clean as you go" policy shall be strictly adhered to and enforced.

**11.2.11** Raw fruits and vegetables shall be thoroughly washed with potable water before being cooked or served. Salad vegetables shall be washed and trimmed and thoroughly drained before using for salad. Fresh fruit and vegetables shall be thoroughly cleaned before serving or preparing.

**11.2.12** Potentially hazardous food requiring cooking shall be cooked to heat all parts of the food to a temperature at least 140 degrees F except where otherwise specified.

**11.2.13** Potentially hazardous foods that have been cooked and then refrigerated shall be reheated rapidly to 165 degree Fahrenheit or higher, throughout, before being served or before being placed in a hot food storage unit. Steam tables, warmers and similar hot food holding equipment shall maintain food temperature at not less than 140 degrees Fahrenheit. This equipment shall not be used for reheating of foods.

**11.2.14** Tray waste shall be monitored on a continuing basis throughout each meal period. Causes of tray waste in excess of 3 ounces per person per meal shall be investigated and corrective measures initiated. Portion control scoops and ladles shall be available in number and sizes necessary for serving prescribed portion sizes for each menu item. Forecasts of rations to be fed shall be accurate and based on such factors as: day of the week, food preferences, weather, and paydays. Breakouts shall be based on forecasts of rations to be fed.

## **12.0 Grounds Maintenance**

**12.1** The Contractor shall clean the grounds around the facility as instructed.

**12.1.1 Ground Maintenance Tasks:** Contractor personnel shall sweep sidewalks and clean up immediate area daily. Cleaning includes but is not limited to removing all paper, trash and cigarette butts from the area at least daily.

## **13.0 Food Service Program**

### **13.1 Serving Line(s)**

**13.1.1** The Contractor shall provide sufficient serving line personnel to maintain a serving line rate of 4-6 patrons per minute.

**13.1.2** The number of serving lines to be utilized may vary dependent upon the volume of patrons entering the dining facility for a meal on a given day. The minimum number of serving lines to be operated at each meal period is described in TE 1.

**13.1.3** The number of serving lines operated shall increase up to the number available to support through-put of 4-6 patrons per minute and to permit all patrons to be served within established meal periods.

### **13.2 Pre-Service Setup**

**13.2.1** Transport all foods, hot and cold, including condiments, beverages, etc., from production or storage areas to serving line and arrange as shown on Food Serving Plan which shall be posted.

**13.2.2** Proportion salads and desserts in production areas.

**13.2.3** Prepare hot coffee not more than 20 minutes prior to the start of any meal service and held at 185 degrees Fahrenheit. Coffee shall be continually prepared during the meal period to assure a constant supply of fresh coffee. Prepared coffee shall not be retained from one meal period and served at the next.

**13.2.4** Entire serving area(s) set up is to be ready for inspection 30 minutes prior to start of serving line.

**13.2.5** Calorie counts for each item shall be posted.

**13.2.6** Healthy choice/500 calorie display plate shall be covered and displayed at the beginning of the serving line.

### **13.3 Duration of Meal Services**

**13.3.1** Provide sufficient serving line personnel to serve all food except self-service items and maintain a serving line rate of 4-6 patrons per minute. Adhere to portion sizes stipulated in AFRS unless the patron requests smaller quantities or the FSO/COR specifies otherwise.

**13.3.2** Keep all food on serving area(s) continuously arranged in an attractive and orderly manner.

**13.3.3** Keep serving area(s) continuously clean and free of spilled food.

**13.3.4** Contractor employees who are serving food to patrons shall be courteous and present a helpful attitude toward each patron. All serving line personnel shall speak and understand English fluently, and the ability to identify all items served.

**13.3.5** Re-supply all serving areas as required.

### **13.4 After Meal Service**

**13.4.1** Remove all hot foods, salads and desserts from service area(s) and return to galley areas.

**13.4.2** Discard unused coffee. Return milk to refrigerated storage after dinner meal.

**13.4.3** Remove all butter, jams, jellies and juices from serving area(s) and return to proper storage.

### **13.5 Cashier Services**

**13.5.1** Contractor shall provide qualified cashiers for each operating serving line to perform the following duties:

**13.5.2** The Contractor shall maintain all menu boards.

**13.5.3** The Contractor shall be at duty station during posted meal hours. Perform cashier duties for each meal to maintain a flow rate of guests to correspond with serving line flow rates specified in this contract.

**13.5.4** The Contractor shall operate one cash register for essential early feeding of authorized personnel. Obtain Cash Meal Payment Book forms from the Cash Collection Agent. Cash Meal Payment Books are serialized and shall be issued in sequential order when possible. Cashiers shall sign for the forms at the time of issuance.

**13.5.5** The Contractor shall establish and maintain non-Government change fund for each cash register, and provide change funds in sufficient amounts to make change to cash patrons. The Contractor shall certify the amount of each change fund to the Government at the start of the contract and as changes occur.

**13.5.6** The Contractor shall determine status of all customers, i.e., enlisted on separate rations, officer, guests, Rations in Kind (RIK), etc., and record various categories and sale items as described in cash register operating manual. Make positive identification of customers by sighting their military ID card.

**13.5.7** The Contractor shall collect cash and make change for all food items sold at all meals.

**13.5.8** The Contractor shall balance cash receipts tape against cash turned in. The Contractor shall be responsible for turn in of cash receipts.

**13.5.9** The Contractor shall obtain signature of various categories of patrons if necessary.

**13.5.10** The Contractor shall ensure cashiers and supervisor are thoroughly familiar with cash register(s) and operating instructions and are able to perform operations accurately.

**13.5.11** The Contractor shall provide all necessary training for cashiers.

**13.5.12** The Contractor shall provide Contractor safe(s) and all equipment necessary to safeguard Contractor funds.

**13.5.13** A separate signature sheet (local form) shall be maintained to record sales to Contractor personnel.

**13.5.14** The cashier will not give any customer (Officer, Enlisted or Civilian personnel) preferential treatment or head line privileges.

### **13.6 Collection of Funds**

**13.6.1 Collection Records:** The cashier shall collect and account for funds on the Cash Meal Payment Book (DD Form 1544). The cashier shall ensure the book(s) are correct and collect the collect charges and surcharges. The book(s) shall be used in the sequential order in which they are issued. Erasures on book(s) shall not be made. Errors shall be lined through then initialed by the cashier and the patron.

**13.6.2** The cashier shall deposit funds collected, exclusive of the Contractor change fund, with the cash collection agent in accordance with NAVSUP 486, or as per instruction by the FSO/COR. Deposits shall not be less than once each weekday.

**13.6.3** Cash receipts are the property of the Government and shall be safeguarded. All receipts shall be turned into the designated cash collection agent, as stipulated.

**13.6.4** The cashier shall deposit all cash overages.

**13.6.5** The Contractor shall be responsible for any cash shortages.

**13.6.6** Lost Cash Meal Payment Book (DD 1544) shall be regarded as a completed form containing signatures.

**13.6.7** The Contractor shall reimburse the Government for each lost Cash Meal Payment Book (DD Form 1544). Reimbursement shall be computed as though the lost sheet was completed. The amount of reimbursement shall consist of the total number of lines on the ration register multiplied by the basic lunch/brunch rate with a surcharge. Reimbursement shall be made to the Government within five working days of loss.

### **14.0 ECMRA**

NMCARS 5237.102(90)

The Contractor shall report ALL Contractor labor hours (including Subcontractor labor hours) required for performance of services provided under this contract for the Naval Air Station Meridian, Meridian, MS via a secure data collection site. The Contractor is required to completely fill in all required data fields using the following web address <https://doncmra.nmci.navy.mil>

Reporting inputs will be for the labor executed during the period of performance during the Government fiscal year (FY) which runs October 01 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year. Contractors may direct questions to the help desk, linked at <https://doncmra.nmci.navy.mil>.



**TECHNICAL EXHIBIT 1****HOURS OF OPERATION**

**1.1 Meal Hours.** The Contractor employees shall be fed one half hour prior to normal meal hours. The normal meal hours are as follows:

**NAS Meridian**

**Roy M. Wheat Galley, Bldg. 207**

<b>Days</b>	<b>Meal Period Times</b>	<b>Serving Lines</b>
<b><i>Weekdays:</i></b>		
Breakfast	0530-0730	1
Lunch	1030-1230	2
Dinner	1630-1830	1
<b><i>Weekends:</i></b>		
Brunch	0900-1200	1
Dinner	1630-1830	1

**TECHNICAL EXHIBIT 2****DAILY WORKLOAD ESTIMATED QUANTITIES****Bldg. 207 – Roy M. Wheat Galley, NAS Meridian**

<b>Breakfast</b>	<b>Lunch</b>	<b>Dinner</b>	<b>Brunch</b>	<b>Supper</b>	<b>Carry Out</b>
165	350	300	0	0	0

**TECHNICAL EXHIBIT 3****GOVERNMENT EQUIPMENT FURNISHED****DINING ROOM**

<b>QTY</b>	<b>ITEM</b>	<b>REMARKS</b>
2	Hot food table/ Steam Table	Stainless steel serving compartments w/tray slide, sneeze guard & hot food lamps
3	Grill w/stand and exhaust hood system	
4	Dessert Carousals	
2	Silverware dispenser	Mobile
2	Salad bar, refrigerated unit	Mobile
2	Tray dispenser	Mobile
3	Plate dispenser	Mobile
4	Vegetable/sauce bowl dispenser	Mobile
2	Soup/salad bowl dispenser	Mobile
1	Bread dispenser	Table top
2	Toaster	Portable
2	Microwave oven	Portable
2	Hot food cabinet	Stainless
6	Work table	Stainless

2	Tray slides	Stainless
3	Table, 36"	Stainless
2	Table, 48"	Stainless w/storage area
1	Table, 72"	Stainless
3	Soda dispenser	
2	Hot chocolate dispenser	Portable
2	Ice tea dispenser	Portable
3	Beverage dispenser	Table top
3	Milk dispenser	3 - 6 GAL capacity
2	Coffee maker stand	Storage area and tray slide
2	Ice maker/water dispenser	Self-service
2	Cup dispenser	Mobile
1	Cereal Dispenser, plastic	Mobile
5	Glass dispenser	Mobile
4	Utility cart, 48"	Stainless, 2-shelf
5	Glass dispenser	Mobile
5	Table w/chairs, round	6 person table
40	Table w/chairs, square	28 person table
5	Booth w/seat benches	4 person booth
16	Doors, glass	
6	Bussing, utility cart	3 shelf
6	Trash receptacle	
24	Picture/plaque	Wall decoration
2	Hat/coat rack	Wall mounted
12	Window	
6	Insect fan	Mounted over doors
2	Ice Cream Freezer Box	Mobile

**DISHWASHING ROOM**

<b>QTY</b>	<b>ITEM</b>	<b>REMARKS</b>
4	Rubber Mat	
1	Dishwashing machine	3-tank
1	Soiled dish conveyer and table w/soak sink	Stainless w/fiber belt
1	Pulper	
2	Deep sink w/drain-board	Stainless
1	Jet spray cleaner	Flexible
3	Work table, 72"	Stainless
1	Work table, 96"	Stainless
2	Silverware dispenser	Mobile
2	Tray dispenser	Mobile
2	Vegetable/sauce bowl dispenser	Mobile
102	Silverware storage cylinder	
3	Silverware cylinder transporter	
14	Glass rack	Capacity 25
30	Glass rack	Capacity 36
37	Bowl rack	Capacity 9
18	Cup rack	Capacity 25
10	Dish rack	
3	Door, pass through	
3	Windows w/screen	
3	Fans	Electrical, floor
1	Hand Soap dispenser	Wall mounted

**KITCHEN**

<b>QTY</b>	<b>ITEM</b>	<b>REMARKS</b>
1	Meat slicer	
1	Knife Sharpener	
4	Steam Kettle (tilting)	
3	Counter	Stainless steel
6	Ventilation hood	
1	Mixer	Stationary
1	Convection Oven	
4	Rack	Mobile
1	Deep sink with work center	
2	Hand Sink	
3	Combi Ovens (*Special cleaning solution required)	
2	Spice Rack	Stainless steel
1	Desk	Metal
4	Bug light	
2	Clocks	
2	Grill Stand	
3	Fire Extinguishers	Various types
2	Soap Dispenser	
3	Trash receptacle	

**BAKERY PREP SHOP**

<b>QTY</b>	<b>ITEM</b>	<b>REMARKS</b>
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Note: Room is used for storage

**VEGETABLE PREPARATION ROOM**

<b>QTY</b>	<b>ITEM</b>	<b>REMARKS</b>
1	Vegetable cutting and slicing machine	
1	Cutting/slicing/shredding machine	

8	Window w/screen	
1	Deep sink w/drain board	
1	Storage rack	
3	Refrigerator	Upright type
1	Sink, vegetable	
1	Knife locker	
1	Trash receptacle	32 Gallon capacity
1	Work table, 96"	Stainless
2	Rubber mat	
1	Scales (0 - 9 lb.)	
1	Paper towel dispenser	

**UTENSIL WASHING ROOM**

<b>QTY</b>	<b>ITEM</b>	<b>REMARKS</b>
1	Garbage disposal	
1	Deep sink w/drain board	
2	Jet spray	Flexible
1	Ventilating hood	
2	Storage rack	
1	Trash receptacle	32 Gallon capacity
1	Pot and pan washing machine	2 tank
1	Rubber mat	

**LAVATORIES**

<b>QTY</b>	<b>ITEM</b>	<b>REMARKS</b>
2	Urinals	
7	Water closet (stall)	
10	Sink	

3	Sofa/Chair	
10	Mirror	Wall mounted
5	Windows w/screen	
2	Trash receptacle	
2	Partition	
48	Locker, personal	
7	Toilet paper holders	Wall mounted

**OFFICE AREAS**

<b>QTY</b>	<b>ITEM</b>	<b>REMARKS</b>
1	Management Office Space	
1	Issue Room Storekeeper	
1	Project Manager	
1	Records Keeper	

**JANITORIAL EQUIPMENT STORAGE AREA**

<b>QTY</b>	<b>ITEM</b>	<b>REMARKS</b>
1	Deep sink	
1	Light fixture	
3	Wood shelves	Wall mounted

**TECHNICAL EXHIBIT 4****GOVERNMENT FURNISHED SPACES TO BE CLEANED (Bldg. 207)**

<b>SPACE</b>	<b>AREA (Sq. Ft)</b>	<b>TYPE OF FLOOR (Material)</b>
Main Dining rooms	4,244	Terrazzo
Serving areas	4,118	Terrazzo
Dishwashing room	984	Terrazzo
Kitchen	2,222	Quarry tile

Bakeshop	Storage	Terrazzo
Vegetable Preparation	730	Terrazzo
Passageways	735	
Utensil washing room	210	
Food Service Office	180	Rubberized flooring
Issue Storeroom Office	70	Rubberized flooring
Leading MS Office	120	Rubberized flooring
Personnel lavatories	300	Terrazzo
Loading Dock/Stairs	550	Concrete
Loading Dock area	650	Asphalt
Dumpster area		Asphalt
Exterior Grounds		Grass and asphalt

#### TECHNICAL EXHIBIT #5

##### Contractor Furnished Material/Consumables

This list is provided as a guide, and represents a minimum compiled list of material that shall be provided by the Contractor to support the workload required in this contract.

Buffing Machines	Stripping Machine
Stripping Pads	Buffing Pads Buffers
Vacuums/Sweepers	Carpet Cleaner
Grill Pad Holders	Grill Screens
Grill Bricks	Wet Floor Signs
Divided Utility Pails	Stainless Steel Cleaning Sponges
General Purpose Scrubbing Pads	General Purpose Cleaner/Detergents Degreaser
Disinfectant	General Purpose Bleach
Mildew Remover	Oven/Grill Cleaner
Dishwasher Detergents	Dishwasher Detergent
Dispensers	Final Rinse Additives
Rinse Additive Dispenser	Hand Soap Dispensers
Hand Soap (for dispensers)	Plain Spray Bottles
Mops w/Handles	Mop Buckets/Wringers
Brooms	Dust Pans
Foxtails	Assorted Disposable Plastic Trash Bags
Paper Hats (Cooks)	Plastic Aprons
Food Handler Gloves	Floor Squeegees
Window Squeegees	Window Cleaner
Toilet Tissue	Toilet Tissue Dispenser
Toilet Seat Covers	Toilet Seat Cover Dispenser
Hand Dispenser Paper Towels	Paper Towel Dispenser
General Purpose Wipe-Alls	Urinal Screens



Urinal Blocks	Plastic Stretch Wrap for Prepared Foods Wax Paper
Aluminum Foil	Ziploc Bags for Bag Meals Paper
Bags for Bag Lunches	Paper Napkins for Dispensers
*Disposable Dinner Plates	*Disposable Bowls
*Disposable Small Plates	*Disposable Cups
Containers for Take Out Meals (Large)	Containers for Take Out Meals (Small)
Disposable Cups w/Lids for Take Out Meals	*Plastic Ware (Spoons, Knives, Forks)
Disposable Pans for Picnics (Half & Full w/Covers)	Earplugs (Disposable)
Lubrication Gel (For Ice Cream Machines)	Plastic Shrink Wrap for Shipping Pallets
Cash Register Tape (Paper)	Holiday Decorations Seasonal/Special Occasion (Halloween, Thanksgiving, Christmas and Easter)
Plastic Garnishments (for serving lines)	
Portable Rolling Carts	
Cutlery Kit (3-Piece) for Take Out Meals	Cleaner for Artificial Plants
Portable Rolling Carts	Plastic Shrouds/Cover
Foil Wrap for Potatoes	Hot Pads
Ladders for cleaning and changing light bulbs	Vinegar & Oil Cruets for Salad Bar
Disposable Left-over Tags	Thermometers, Portable Oven, Fryer, Reefer, Pocket Style/Type
	Cutting Board (Polyurethane)

\*Emergency use in Dining Room

## TECHNICAL EXHIBIT 6A

### QUALITY STANDARDS FOR CLEANING AND HOUSEKEEPING SERVICES

The following standards apply to paragraph 5.1 of the Performance Work Statement (PWS).

#### 1.0 FLOOR CLEANING

**1.1 General:** Clean floors so that no dirt or dust remains on floors, floor mats or runners, in corners, behind doors or under furniture and equipment. Cleaning is done in such a manner that no dust is raised. Furniture and equipment is moved as necessary during the cleaning process and is replaced at the completion of cleaning. Chairs are not placed on tables at any time. All cleaning debris is removed to receptacles provided for this purpose.

**1.2 Spot Floor Cleaning:** Spot cleaning is accomplished by hand removing, sweeping, damp mopping, or vacuuming small areas as necessary to remove food or beverage spills and debris such as cigarette butts, straws, and napkins from dining hall floors. It includes removing water, sand, dirt, or stains caused by open doors or heavy traffic. In dining areas during meal serving periods, use of manual sweepers is required.

**1.3 Sweeping:** Sweeping in other than food handling areas may be accomplished using brushes, brooms, treated dust mops, or electrically powered vacuum cleaners. Sweeping compound may be used sparingly. Dry sweeping in food handling areas is prohibited. In these areas, sweeping is done using a damp floor broom or brush covered with an impregnated dusting cloth. Sweeping includes the prior removal of dried matter using a putty knife or other appropriate scraper. A properly swept floor is free of litter, dust and debris.

**1.4 Damp Mopping:** Damp mopping is performed to disinfect the floor in areas where wet mopping is not desirable (e.g. in dining areas other than carpeted floors). Damp mop after sweeping, damp mopping is accomplished using cotton yarn or sponge mops, which have been frequently immersed in an approved disinfectant solution and wrung out until damp. A properly damp-mopped floor is free of dirt, dust, food residue, marks, film, streaks, debris, and standing water.

**1.5 Wet Mopping:** Wet mopping follows sweeping and is the cleaning of other than carpeted or wood floors using cotton yarn or sponge mops. Mops are frequently immersed in warm water and an approved disinfectant solution to remove soil. Floors are then rinsed by damp mopping to remove wet mopping residue, standing water, and dingy, streaked or cloudy areas. Care is given to avoiding splash on equipment, furniture, walls, trim, and

doors. A properly wet mopped floor is free of dirt, dust, food residue, film, marks, streaks, debris, and standing water.

**1.6 Washing:** Washing is substituted for, or added, following wet mopping on concrete floors (usually on rear platforms, outside storage areas, and around entrances and exits). A water hose with sufficient pressure is used to remove all residues of mopping or soaking. A properly washed concrete surface is free of dirt, dust, food residue, debris, stains, other than petroleum stains, and residue of mopping or soaking solutions.

**1.7 Floor Maintenance:** The floor maintenance will be completed in accordance with manufacturer's guidance. The finished floor is free of dust, dirt, and other debris, and has a uniform glossy appearance free of scuffmarks and other stains and discoloration. All floor maintenance solutions are removed from baseboards, furniture, trash receptacles, etc. Items that have been moved are returned to their proper positions when all operations have been completed. The maintenance techniques used on each floor depend upon the materials and equipment selected by the Contractor. The Contractor need not apply the techniques to the entire floor, unless necessary, but only to the portion of the floor needing work to bring the entire floor up to the standard set forth in the PWS.

**1.8 Trash removal and cleaning:** Waste receptacles are emptied and cleaned. This task includes removing debris from interior planters and flower boxes. Waste receptacles are clean when free of dust, dirt and other matter.

**1.9 Spot Cleaning:** Spot cleaning is the extra cleaning within any of the cleaning categories using the appropriate method. Spot cleaning is performed on an "as required" basis whenever needed because of unusual or inadvertent events such as spills, animal entry, blowing sand or dust, pipe bursts or clogging, breakage's, equipment repairs, or unusual traffic. Proper spot cleaning causes the area cleaned to meet the same standards required during scheduled service.

## **2.0 DUSTING**

**2.1 General:** Dusting on other than floors is accomplished using treated hand dusters or treated damp cloths. In food handling areas, damp wiping is substituted for the dusting if it is not practical to store all food and to cover food handling equipment and utensils. A properly dusted surface is free of all dirt, dust, lint, streaks, cobwebs and soil spots.

**2.2 Low Dusting:** Low dusting is the removal of dirt, dust and other matter from walls, structural components, fixtures and decorations up to a height of 7 feet above the floor.

**2.3 High Dusting:** High dusting is the removal of dirt, dust, and other matter from ceilings, walls, structural components, equipment and fixtures above 7 feet in height. Venetian blinds, where installed, are included in this task.

## **3.0 DAMP WIPING**

**3.1 Non Food Contact Surfaces:** Furniture, decorations, and non-food contact surfaces of equipment are damp wiped using a clean cloth dipped into disinfectant solution or dampened with solution from a spray bottle. A properly damp wiped surface is free of dirt, dust, grease, or other matter and of streaks, spots or water residue.

**3.2 Food Contact Surfaces:** These surfaces are cleaned and sanitized to be free of food particles, other soil, grease, and cleaning residue after each meal, or whenever there is an interruption in use of the surface.

**3.3 Lavatories:** Toilets, urinals, wash basins, slop sinks and partitions are cleaned with a germicidal detergent solution and scrubbed with brushes used only for this purpose. Toilets and urinals also require descaling. A proper cleaning removes all deposits, stains and foreign matter, including those under fixture edges, lips and on all exposed surfaces.

**3.4 Metal and Wood Polishing:** Polishing follows damp wiping and is accomplished with a soft cloth using

nonabrasive polish. Metal equipment and fixtures, wood fixtures, and metal or wood decorations are polished. Food contact surfaces are wiped clean without the use of polish. A properly polished surface is free of streaks, tarnish and polish residue and presents a uniformly bright appearance.

**3.5 Wall and Door Cleaning:** Wall and door maintenance includes cleaning walls, wainscots, doors, posts, partitions, baseboards, trim, jams and wall-mounted fixtures. These items are cleaned using a damp sponge or cloth soaked in disinfectant detergent solution. Particular care is given to removing hand smudges, grease, and splashes on baseboards, doors, and trim. Walls in high moisture areas such as washing rooms and lavatories are scrubbed as necessary to remove mold. Chlorine based compounds are used on all ceramic or vitreous surfaces. Properly cleaned hard gloss wainscots or glazed tile surfaces are bright and free of dirt, mold, stains, streaks, lint, and splash.

**3.6 Glass Cleaning:** Glass cleaning is the cleaning of all glass surfaces other than exterior windows, glass light fixture covers, and glasses used for beverages. It is accomplished using a damp cloth dipped in a free rinsing detergent followed by polishing with a dry cloth or paper towels. Adjacent trim is wiped clean using damp mopping procedures. A properly cleaned glass surface is without dirt, dust, grease, spots, streaks, residue, and other matter.

**3.7 Window Cleaning (Exterior):** Window cleaning of those windows, which are an integral part of the outer surfaces of the building. After windows have been cleaned, all traces of film, dirt, smudges, water spots, and other foreign matter are removed from frames, casings, sills and glass. Screens are cleaned so that they are free of dirt, dust and foreign matter.

**3.8 Light Fixture Cleaning:** Light fixture cleaning includes removing covers and damp wiping on the outside of the fixtures and covers. Florescent fixtures, including tubes and diffusers, are lightly dusted and wiped to remove dust stains. A properly cleaned light fixture is free of bugs, dirt, dust, grease, and of stains, spots, streaks, residue and other matter.

**3.9 Ducts, Louvers and Vent Cleaning:** Vacuuming ducts louvers and vents, removes all visible ducts, dirt, and other foreign matter. When damp wiping surfaces, it removes spots and streaks. Cleaning the interior of ducts or conduits is not included.

## TECHNICAL EXHIBIT 6B

### QUALITY STANDARDS FOR EQUIPMENT CLEANING

All pieces of equipment shall be free of dust, grease, food particles, and fingerprints on all surfaces, inside and outside. Seams and crevices shall be free of dirt. The following specific items should be checked:

EQUIPMENT	INSPECTION ITEM
Condiment Containers	Filled properly, no dirt in grooves, neck of container, exterior not sticky
Milk Dispensers	Interior, door gasket, pinch valve assembly, drains clean
Tables and Chairs	Seats, rungs, and legs
Salad Bar	Drains, interior, refrigeration unit, tray rails
Toasters	No dirt underneath or in seams, no crumbs on flash plates
Hot food tables and lids	Interior, drains and corners, exterior cleaned and polished

Shelving and Supports	Clean inside and out
Serving counters	Cracks clean, exterior, interior and underside, refuse or extraneous gear or materials removed
Coffee Urns	Tubes, valves, and leacher assembly, bags washed and stored in cold water, filters removed and checked
Tray Rails	Top, sides, and bottoms
Walls and Baseboards	Unbroken, impervious to water, no cobwebs, no flyspecks, no grease, streaks, or mop marks
Doors and Door Facings	Not dirty, no finger marks, tops clean
Floors and Corners	No dust in corners, behind or underneath equipment. Not slippery, wet or greasy, no wax buildup
Deck Drains	Clean and unclogged
Radiators	Clean top, behind and inside
Mess Gear Dispensers	Interior, elevators, bumpers
Dishwashing Machine	No rust, no scaling, no food (dismantled) in cracks and corners, manifolds, and spray arms, exterior including top of machine
Spray Jets	No holes clogged
Wash Rinse Tank	Drain clear, no rust, no scaling
Strainer Screens	Remove and clean
Hood Exhaust and Screens	Screen cleaned inside and out with no holes clogged
Oven and Ranges	Clean interior and exterior parts, e.g., door gaskets, handles, and glass panes
Steam Kettles and Pressure Cookers	Clear after each use and all equipment shall be free of dirt, grease, food residue and foreign matter
Vegetable Peeling Machines	Clean and sanitize immediately after each use
Splash Curtains	Clean and in good condition
Sinks	Clean inside and out, drains clear and unclogged
Counters and Drain boards	Clean inside and out
Tray Conveyors in Sculleries	Clean under belt and behind equipment. No food in cracks or corners.
Roll-through Refrigerators	Clean top, shelving, floors, and walls

Roll-through Warmers	Top and bottom, shelves and supports
Work Tables	Tops, shelves, legs and undersides clean
Storage and Refrigerator	Clean and dry all food shelving containers covered, floors cleaned
Receptacles	Empty and re-install plastic trash liners
Garbage Cans and Lids	Clean inside and out, Lids and grooves, re-install plastic trash liners
Hose	Not greasy
Mop and Mop Racks	Mops washed and properly hung for drying

### **DRESSING ROOMS AND LAVATORIES**

Wash Bowls	Clean inside and out, and faucets
Urinals	Clean inside and out, handle clean
Toilet Stools and Seats	Clean inside and out, under seat clean, clean in rear
Lockers and Shelving	Inside, top, bottom, and sides
Soap Dispensers and Trays	Clean, in working order, filled
Towel/Toilet Paper Dispensers	Filled
Sanitary Napkin Dispensers	Empty, cleaned, re-install plastic trash liner

## **TECHNICAL EXHIBIT 6C**

### **QUALITY STANDARDS FOR COOKING AND FOOD HANDLING SERVICES**

- 1.0. **FOLLOWING PORTION CONTROL STANDARDS**
- 2.0. **MAINTAINING SERVING LINE RATE.** Maintain serving line rate of 4 patrons per minute at all times. Exclude delays caused by lack of customers and/or lack of food preparation by Government personnel.
- 3.0. **FOOD HANDLING.** Coffee is not prepared too far in advance. Equipment is properly utilized.
- 4.0. **SERVICE STANDARDS.** Food materials delivered on time and correct quantities; proper display of foods on serving line; adequate number of employees at serving line on time; handling of food minimized by use of suitable utensils; spillage of food at serving line cleaned as rapidly as possible; servers are courteous; chipped or cracked cups, dishes, glasses disposed of after inventoried and upon approval; care exercised in handling clean utensils and dishes.
- 5.0. **STORAGE STANDARDS.** Salad Bar items shall be taken directly from refrigerated spaces. Easily contaminated food placed on Salad Bar in small quantities and replenished as needed. Refrigerated foods covered and stored in shallow pans. Ingredient containers kept covered. Containers of food stored off floor. Foods properly stacked and protected from damage. Only subsistence items stored in food storage spaces. Cold beverages pre-chilled in a sanitary manner.
- 6.0. **FOOD PREPARATION.** Food shall be prepared on surfaces that have been cleaned, rinsed, and

sanitized to prevent cross contamination. Fixed surfaces are sanitized using a disposable cloth which has been rinsed in a sanitizing solution.

- 7.0. **PROGRESSIVE COOKING.** Food items shall be progressively prepared (small batch preparation) items to ensure freshness and optimum flavor, color, texture, and nutritive value. Hot food items to be offered throughout the serving period shall not be prepared in large batches and held for the duration of the meal. Food items depleted on the serving lines shall be progressively replenished throughout the scheduled serving hours so that each diner is provided a fresh prepared product. Food shall be garnished before being placed on the serving lines.
- 8.0. **PROGRESSIVE REPLENISHMENT.** Monitor and progressively replenish menu items, condiments and tableware for the self-service areas throughout the scheduled meal period. Depleted menu item, to include beverages, shall be replenished within five (5) minutes of occurrence so not to restrict diner flow. Empty serving line food containers shall be removed to the kitchen and replace with filled containers of garnished foods. Replacement food shall not be added to a serving line food container while the food container is on the serving line. Spills and food debris shall be cleaned up within five (5) minutes of occurrence.

### **TECHNICAL EXHIBIT 6D**

#### **QUALITY STANDARDS FOR WAREHOUSING SERVICES**

- 1.0 Store food provisions in such a way as to prevent damage or deterioration.
- 2.0 All shipments (receipts) shall be stored in a manner to ensure that the oldest dates of pack are issued first (first-in, first-out rule).
- 3.0 Maintain storerooms, freezers and chill boxes in a clean and sanitary condition resulting in a satisfactory or better rating on inspections conducted by medical personnel.
- 4.0 Maintain 95% inventory validity of food provisions.
- 5.1 Maintain strict key accountability of provisions storerooms, freezers and chill boxes.

### **TECHNICAL EXHIBIT 7A**

#### **PERFORMANCE REQUIREMENTS SUMMARY**

1. **Performance Requirement Summary (PRS):** The PRS should provide the following information:
  - a) List PWS requirements (TE 7B, column one (1)) which are paid for on the basis of a payment computation system specified in paragraph four (4) of this technical exhibit. The absence from this PRS of any contract requirement, however, shall not detract from its enforceability or limit the rights or remedies of the Government under any other provision of the contract.
  - b) Define the PWS standard of performance for each listed service (TE 7B, column two (2)). The Contractor is responsible for performing the listed service in accordance with all the standards for that service set forth in the PWS, even if one or more standard(s) for a listed service is omitted from the PWS.
  - c) Set forth the maximum allowable deviation from perfect performance for each listed service, the Acceptable Quality Level (AQL), that may occur before the Government will use a deduction formula to compute a payment of less than 100 percent of the maximum payment for the listed service (TE 7B, column three (3)).
  - d) Define the lot used as the basis for surveillance or for payment computation purpose (TE 7B, column 3). A lot size is the number of times that the service is to be performed during a specified time period

(normally one month). It is usually expressed as the number of meal periods per month (30-day month) or the scheduled or expected occurrence of a service over a given period of time.

- e) Set forth the primary surveillance methods the Government will use to evaluate the Contractor performance in meeting the contract requirements (TE 7B, column four (4)).
- f) Set forth the percentage of the contract price that each listed contract requirements represents (TE 7B, column five (5)).

**2. Government Quality Assurance:** Contractor performance shall be compared to the contract standards and AQLs using the Quality Assurance Surveillance Plan (QASP) (Technical Exhibit 7B). The Government may use a variety of inspection methods to evaluate the Contractor's performance. Only one method shall be used at a time to evaluate a listed service during an inspection for payment computation purposes. The methods of surveillance that are used in this contract are as follows:

- a) Inspection of services to be performed shall be at all times and places subject to inspection by the Contracting Officer, FSO/COR, Medical Officer or a designated Government representatives. Inspections of services will be conducted as often as determined necessary to assure sufficient evaluation of Contractor performance. Inspections may be unscheduled (impromptu evaluation of Contractor performance) or at least once per week.
- b) Periodic surveillance of output items (daily, weekly, monthly, quarterly, semiannually, or annually) as determined necessary to assure a sufficient evaluation of Contractor performance.
- c) Customer complaints and comments. When there is a case of poor performance or non-performance, the FSO/COR shall investigate the complaint (written or oral) and if found to be valid, ensure it is documented.

**3. Criteria for Evaluating Unacceptable Performance:** The Contractor shall receive 100% of the contract's monthly rate unless the required services are above the Acceptable Quality Level (AQL) percentages in column three (3) of Exhibit 7B. The contract monthly rate shall be adjusted accordingly for each specified tasking column 1 of Exhibit 7B by the maximum amount specified in column five (5) of the PRS. When the defects allowed by the AQL are exceeded, the FSO/COR shall complete the Contract Discrepancy Report (CDR) (Technical Exhibit 7D) and submit each report to the Contracting Officer. The Contracting Officer will provide each CDR to the Contractor for comments. The Contractor shall explain, in writing, why performance was unacceptable, how performance shall be returned to acceptable levels, and how recurrence of the problem shall be prevented in the future. The Contracting Officer will evaluate the Contractor's explanation/plan and determine if full payment, partial payment, or the contract termination process is applicable.

**4. Determining the number of defects that shall cause reduced payments:** The number of defects that shall cause a deduction in payment shall be determined as follows:

- a) If the AQL is a constant number of defects (for example, two (2) defects), the AQL plus one or more additional defects shall cause a deduction in the payment (for example, three (3) defects).
- b) If the AQL is a percentage value, it is multiplied by the lot size to determine the number of defects that shall allow maximum payment. If the resulting value has a decimal, it shall be rounded to the next higher whole number if the decimal is .5 or greater and to the lower whole number if the decimal is less than .5. One or more additional defects shall cause a deduction in the payment.

## **5. Acceptance of Re-Performance or Late Performance**

- a) The Contractor's quality control is expected to ensure performance to standards. Except as otherwise provided by this section, the services required by this contract are of such a nature that defective or incomplete performance disclosed by Government inspection is not subject to correction by re-performance or late performance. The Contractor shall not be entitled to re-perform, perform late, or otherwise correct defective services for the purpose of improving an existing inspection rating or

avoiding a deduction in the full contract price.

- b) At the sole determination of the Contracting Officer and upon notification to the Contractor, the Contractor may be required to re-perform or perform late any or all-defective work disclosed by Government inspection including defective and incomplete performance. Where the Contracting Officer so determines, the Contractor shall be notified promptly after inspection that specified defective services shall be re-performed or performed late, and completed within a reasonable time specified by the Government. In such cases, the Government will re-inspect work designated for re-performance or late performance and damages shall be assessed against the Contractor.
- c) When the Government requires re-performance or later performance disclosed by inspection, the original inspection results shall not be modified upon re-inspection but shall reflect results of re-inspection.

## **6. Contractor Payment**

- a) Monthly payments to the Contractor shall be reduced for unacceptable performance using the methods described below. Each month, Contractor performance shall be compared to contract standards and acceptable quality levels using the QASP. If performance in any specific service is unacceptable, and the unacceptable performance is clearly the fault of the Contractor, an amount of money up to the percentage costs of the service as stated in column five (5) of the QASP shall be deducted. This column lists the maximum percentage of the monthly payment that can be deducted for failure to perform the required service.
- b) If performance of a service exceeds the AQL, the Government will not pay the full percentage in column five (5) for that service.
- c) The payment for listed services exceeding the AQL shall be calculated as follows:
- d) When surveillance by scheduled or unscheduled inspections or customer complaint, the maximum payment percentage for the service on column five (5) of the QASP is multiplied by the percentage of the lot found unacceptable. The resulting percentage is the percent of the monthly contract price that shall be deducted for the listed service. The total number of defects found, not just the defects in excess of the reject level are used to determine the percentage of the lot found unacceptable.
- e) For those services that are performed less frequently than monthly, surveillance and computation of the Contractor payment shall be made during or immediately following the month when that service is performed. The payment computation shall be determined for the entire period since the last surveillance and shall be based upon the total maximum payment available for the entire period since the last surveillance. Should computation of the Contractor payment result in an amount less than has already been paid for the preceding month(s) of the period since the last surveillance, the Government shall deduct the overpayment from the current month's invoice.

## **7. Examples of Payment Computations**

- a) For service surveillance by scheduled or unscheduled inspection, the deduction percentages in column five (5) of the QASP shall be applied against the facility monthly cost:
  - 1. Total monthly cost of Dining Facility service is \$100,000.00.
  - 2. Salad Bar area sanitation is unacceptable (AQL of 5.0 percent exceeded. Service is unacceptable with five (5) or more defects.)
  - 3. Lot size is 90 meal periods per month.
  - 4. Number of defects in sample is 9 or 10 percent (9 divided by 90).



5. Payment percentage from column 5 is 3 percent.
  6. Cost of service is \$100,000.00 multiplied by 3 percent (item 4).
  7. Deduction is \$3,000.00 multiplied by 10 percent or \$300.00.
- b) For those services that are surveyed on a less than monthly basis, any deduction for unsatisfactory performance shall be taken from the month's invoice when that service was scheduled to be completed. Since a monthly percentage of the service price is included in each month's invoice payment, the service price shall be accumulated to reflect the actual number of months that the surveillance (i.e. for a quarterly check multiply the monthly percentage in column five (5) of QASP by three (3) to determine the quarterly value. This is the amount to be used for deduction computation.) It is possible for the deduction to be larger than the one-month price for the service. Because surveillance is not completed in the early months, the Contractor is paid during those months as if the service shall prove satisfactory for all months. The final adjustment is done during the month surveillance is complete.

### TECHNICAL EXHIBIT 7B

#### QUALITY ASSURANCE SURVEILLANCE (QASP)

Required Service	Performance Requirements Summary Standards	Note 1	Method of Surveillance	Note 2
Clean salad/fruit/dessert bars	Wipe clean throughout meal, clean storage unit and salad bars per 10.2.3 of PWS.	5%	Random Inspection	3%
Dining room policing and bussing	Tables and chairs cleaned, table cloths changed, condiment containers cleaned and replaced. Decks, carpets and walls clean per 10.2.3 of PWS.	5%	Random Inspection	6%
Cleaning of Serving Lines 1	Wipe clean throughout meal, clean soft serve machine, drain and clean gaylord ventilators, shelving, worktables, clean wainscoting weekly, mop decks, remove hot foods per 10.4.1 of PWS.	5%	Random Inspection	2%
Clean Beverage Lines	Wipe clean throughout meal, wash milk dispensers, defrost as required, wash bar clean coffee pot, beverage machines, microwaves per 10.4.1 of PWS.	5%	Random Inspection	2%
Clean kitchen area	Clean all specialized kitchen equipment, ventilation systems, reefers, and associated items per 10.2.1 of PWS.	5%	Random Inspection	10%
Scullery operation and cleaning	Clean and sanitize dishware, operate scullery inventory weekly, secure machine, clean space, descale weekly.	5%	Random Inspection	13%
Pots and Pans Cleaning	Clean and sanitize mess gear, return to point of use/storage, operate utensil washing machine and descale weekly, operate 3 compartment sink in accordance with NAVMED P-5010.	5%	Random Inspection	6%
Passageways and heads	Clean heads and passageways/entryway. Police heads at the end of each day and after meals on weekends.	5%	Random Inspection	4%
Pastry/dessert wrapping	Portion individual fruits, desserts, and prepared salads per 10.4.1 of PWS.	5%	Random Inspection	3%
Serving of food	Wipe clean throughout meal, replenish serving lines, and serve per 11.2 of PWS and TE 6.	5%	Random Inspection	7%
Beverage, silverware re-supply	Replenish beverages and dinnerware as required per TE 6.	5%	Random Inspection	4%
Salad Bar	Set up replenish and clean throughout meal. Clean and secure at end of meal per 10.2.3 of PWS.	5%	Random Inspection	6%

Food Preparation	Receipt, cooking, control, and proper handling of all food items per 11.2.5 of PWS.	5%	Random Inspection	15%
Vegetable preparation room	Prepare salads and fruits and vegetables. Count leftovers, clean space and equipment per 10.4.5 of PWS.	5%	Random Inspection	9%
Management and miscellaneous	Provide supervision throughout day training, periodic cleaning of tables, chairs, door sills jams blinds and windows.	5%	Random Inspection	10%

Note 1: Maximum allowable degree of deviation from the requirement, Acceptable Quality Level (AQL)

Note 2: Maximum deduction for contract price for exceeding the requirement, (AQL)

**TECHNICAL EXHIBIT 7C****QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)**

ITEM	REF. IN PWS	ACC/UNACC
1. Personal Hygiene	_____	
2. Serving Line(s)	_____	
3. Dining Area(s)	_____	
4. Pot Pan Room	_____	
5. Scullery Room(s)	_____	
6. Lavatories	_____	
7. Offices and Passageways	_____	
8. Vegetable Preparation Room (including reefer chilled box)	_____	
9. Loading Dock & Garbage Area	_____	
10. Meat Preparation Room/Cook chilled/Baked chilled	_____	
11. Galley Equipment	_____	
12. Galley Area	_____	
13. Beverage/Janitorial rooms	_____	
14. Food Preparation	_____	
15. Cash Collection	_____	
Remarks:		
_____ INSPECTOR	_____ CIVILIAN SUPERVISOR	
_____	_____	
_____ ASST FSO/COR	_____ FSO/COR	

**CONTRACT DISCREPANCY REPORT**

1. Contract Number					
2. Contracting Officer					
3. From: (Quality Assurance Evaluator)					
DATES					
4. Prepared Oral Notification		5. Returned by Contractor		6. Action Completed	
7. Discrepancy or Problem: (Describe in detail/include contract violation paragraph/attach continuation sheet if necessary)					
8. Signature of Contracting Officer					
9. To: Contracting Officer                      From: Contractor					
10. Contractor response as to cause, corrective action and actions to prevent reoccurrence. Attach continuation sheet if necessary.					
11. Signature of Contractor representative					Date:
12. Government Evaluation					
13. Government Actions:					
CLOSE OUT					
Printed Name/Title		Signature			Date
Contractor Notified					
QAE Signature					
ACO Signature					

(End of Summary of Changes)